

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

HRM 6040.1A
June 29, 2018

GSA ORDER

Subject: GSA Workforce Mobility and Telework Policy

1. Purpose. This Order issues and transmits General Services Administration (GSA) policy governing the use of workforce mobility and telework.
2. Background. Based on the provisions of Public Law No. 111-292, known as the Telework Enhancement Act of 2010, this policy provides guidelines for implementation of telework within GSA.
3. Scope and applicability.
 - a. This Order applies to all agency components and all GSA employees, with the exception of:
 - (1) The Office of Inspector General, and
 - (2) The Civilian Board of Contract Appeals.
 - b. The use of telework by GSA employees not serving on an overseas tour is restricted to the United States and its territories and possessions only.
 - c. This Order does not apply to contractors or their employees.
 - d. Supervisors and managers are required to review and comply with existing negotiated agreements when applying this policy to employees represented by a labor organization (union).
4. Cancellation. This Order cancels HCO 6040.1A GSA Mobility and Telework Policy, dated October 31, 2011.
5. Nature of revision. This policy incorporates:
 - a. Clarification of employee and supervisor roles;

- b. Clarification of supervisor responsibility to review and approve telework agreements;
- c. Requirement that new employees successfully complete telework training and submit telework agreements within 60 days of their entrance on duty;
- d. Requirement that supervisors review submitted telework agreements within 20 days of submission, and approve them within 30 days of submission;
- e. Requirement for annual telework refresher training;
- f. Stipulation that failure to successfully complete annual telework training will result in discontinuation of telework until such training is successfully completed;
- g. Requirement that telework agreements be reviewed and approved annually, and that the absence of a current approved telework agreement will result in suspension of telework participation;
- h. Clarification of requirement to telework in response to emergency situations;
- i. Reinforcement of employee and supervisor responsibility for ensuring that appropriate telework codes are entered in GSA's time and attendance system consistent with established timekeeping procedures;
- j. Reinforcement of employee responsibility for accurately reflecting telework participation in the calculation of actual commuting costs when applying for benefits under GSA's Transit Subsidy Program;
- k. Inclusion of "default" 2-hour advance notice when an employee is required by management to report to the agency worksite for all or part of a workday during which the employee would otherwise telework, unless otherwise agreed to by the supervisor and employee and documented in the employee's telework agreement;
- l. Reference to internal controls, evaluation, and recordkeeping; and
- m. Clarification that the use of telework by GSA employees not serving on an overseas tour is restricted to the United States and its territories and possessions only.

6. Implementation action. Implementation of this Order must be carried out in accordance with applicable laws and regulations, and as it affects employees represented by a labor bargaining unit, is contingent upon completion of labor relations obligations.

7. Signature.

/S/
ANTONIA T. HARRIS
Chief Human Capital Officer
Office of Human Resources Management

TABLE OF CONTENTS

<u>Section Number</u>	<u>Page Number</u>
1. Introduction	1
2. References.....	2
3. Definitions	2
4. Responsibilities	6
a. Telework Managing Officer (TMO)	6
b. Agency telework coordinator	6
c. Local telework coordinators.....	6
d. OHRM	7
e. HSSOs	7
5. Eligibility	7
6. Terms of telework participation	9
a. General terms.....	9
b. Telework in emergency situations/use of unscheduled telework	10
c. Supervisor responsibilities.....	11
d. Employee responsibilities	12
7. Telework agreement.....	15
8. Continuity plan and business plan.....	15
9. Safety	16
10. Reasonable Accommodation	16
11. Information technology (IT)	16
12. Evaluation and recordkeeping.....	18
Appendix A. GSA Telework Agreement	A-1

HRM 6040.1A GSA Workforce Mobility and Telework Policy

1. Introduction.

a. GSA recognizes workforce mobility as an overarching term describing the ability of employees to perform work both within and outside the agency worksite as defined in this policy.

b. GSA continues to assume a leadership role in support of workforce mobility to fully enable GSA to achieve its mission. Workforce mobility, including telework, is critical to:

- Performance-based business outcomes for individuals, work teams, and organizations;
- Continuity planning;
- Sustainability; and
- Employee engagement and work/life balance.

c. GSA supports the use of telework to the extent that it is consistent with the business needs of the organization and the individual work requirements of the employee.

d. This policy is designed to facilitate agency, organizational, and individual performance by providing the structure needed for effective implementation of telework for GSA. Successful telework requires communication and collaboration between employees, their supervisors, and affected work groups. Each has responsibilities for successful implementation and related performance outcomes. Organizations must ensure compliance with the provisions of this policy, support of agency guidance, and fulfillment of applicable labor relations obligations.

e. Telework is not an entitlement or right of individual employees.

f. Telework is a tool to support effective accomplishment of assigned work.

g. Supervisors are responsible for making final determinations in regard to telework participation, schedules, and frequency, with consideration for individual, team, and organizational performance requirements and based on appropriate business needs, as stated in paragraph 6c.

h. Employees are responsible for the accomplishment of work pursuant to their performance plans, and for appropriately using telework as a tool for accomplishing work, as stated in paragraph 6d.

i. The use of telework by GSA employees is restricted to the United States and its

territories and possessions.

j. GSA requirements and procedures regarding full-time telework are set forth in GSA policy [HRM 6040.2 Full-time Telework Arrangements](#).

2. References.

a. Public Law No. 106-346, Section 359, of October 23, 2000 (Department of Transportation and Related Agencies Appropriations Act).

b. Public Law No. 111-292 of December 9, 2010 (The Telework Enhancement Act of 2010).

c. Public Law No. 114-328, Section 1138, of December 23, 2016 (The Administrative Leave Act of 2016).

d. [OPM Governmentwide Dismissal and Closure Procedures, dated November 2018](#).

e. GSA policy, [HRM 6040.2 Full-time Telework Arrangements](#).

f. GSA policy, [OAS P 7005.1 Internal Space Allocation, Design, and Management Policy](#).

g. GSA policy, [OAS P 9900.1, Government Furnished Equipment for Use Outside GSA Agency Worksites](#).

h. GSA policy, [OAS 5700.1 CHGE 1 Temporary Duty \(TDY\) Travel Policy](#).

i. GSA policy, [OAS 5770.1 Local Travel](#).

j. GSA policy, [ADM IL-12-02 Sustainable Printing Management Policies and Practices](#).

k. GSA policy, [HRM 2300.1 Policy and Procedures for Providing Reasonable Accommodation for Individuals with Disabilities](#).

l. GSA policy, [ADM 2430.1A The U.S. General Services Administration Continuity Program](#).

m. GSA policy, [ADM 2430.3 The U.S. General Services Administration Emergency Management Program](#).

3. Definitions.

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. A worksite other than the agency worksite, typically the employee's residence, that supports work and provides appropriate information technology (IT) connectivity and security precautions in support of the work.

c. Emergency employees. Employees who are expected to report to their worksite or begin telework (as permitted) on time unless otherwise directed by GSA. Emergency employees should be designated and notified in advance on an annual basis.

d. 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 in this policy and outlined annually in [GSA Dismissal and Closure Procedures](#), based on guidelines published by the [U.S. Office of Personnel Management \(OPM\) Governmentwide Dismissal and Closure Procedures](#). IT incident response is addressed in [Incident Response \(IR\) \[CIO IT Security 01-02\]](#). For clarification, emergency situations and continuity events can be found in [ADM 2430.1A The U.S. General Services Administration Continuity Program](#) and [ADM 2430.3 The U.S. General Services Administration Emergency Management Program](#).

e. Full-Time Teleworker (FTT). Any GSA employee who teleworks on a full-time basis and does not typically utilize an agency worksite. An FTT's official worksite/duty station is an appropriate alternative worksite, often the employee's residence. Employees entering into full-time telework arrangements must follow GSA Order HRM 6040.2 Full-time Telework Arrangements.

f. Mobile work. Work that 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, and investigations. 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.

g. Official worksite/duty station. Pursuant to the OPM definition and as set forth in 5 CFR 531.605, the 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 and travel funding responsibilities and must be processed by the servicing Human Resources Office. Designation of the official worksite must be determined on a case-by-case basis using the following considerations:

(1) The official worksite for an employee who is scheduled to report there physically at least twice each biweekly pay period on a regular and recurring basis is the

location of the agency worksite for the employee's position—the place where the employee would normally work if not teleworking;

(2) The official worksite for an employee who is not scheduled to report at least twice each biweekly pay period to the agency worksite (includes full-time teleworkers) is the location of the appropriate alternative worksite (except in certain temporary duty situations); or

(3) 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.

h. Personally identifiable information (PII). PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information. Because there are many different types of information that can be used to distinguish or trace an individual's identity, the term PII is necessarily broad. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified using information that is linked or linkable to said individual. In performing this assessment, it is important to recognize that information that is not PII can become PII whenever additional information is made publicly available—in any medium and from any source—that, when combined with other information to identify a specific individual, could be used to identify an individual (e.g., Social Security number, name, date of birth, home address, home email).

i. Telework. A work arrangement under which an employee performs the duties and responsibilities of his/her position, and other authorized activities, from an appropriate alternative worksite as defined in this policy. Telework does not include:

(1) Any part of work performed while on official travel (travel regulations and policy take precedence over telework);

(2) Work performed while commuting to and from a worksite; or

(3) Mobile work as defined above (including site audits, site inspections, and investigations).

j. Telework-ready employee. A GSA employee with an approved telework agreement that identifies the employee as both eligible to telework (whether on a routine or situational basis and regardless of the employee's choice to telework or decline telework), and having the IT tools, equipment, and training necessary to telework.

k. Types of telework. The employee's telework agreement must specify whether the

employee participates in routine, situational, or full-time telework. For timekeeping purposes, employees are required to designate individual instances of telework participation as emergency, full-time, routine, or situational, as defined below.

(1) Emergency telework. Emergency telework is telework performed in response to an approved emergency situation as outlined in paragraph 3e. Examples of emergency telework include unscheduled telework (see paragraph 3m) in response to an operating status announcement based on weather or other conditions, as outlined in [GSA Dismissal and Closure Procedures](#) or at the discretion of the GSA Administrator according to current GSA policies. Instances of emergency telework must be recorded in GSA's electronic time and attendance system.

(2) Full-Time Telework. Telework performed on a full-time basis by an employee who does not typically utilize an agency worksite. A full-time teleworker's (FTT) official worksite/duty station is an appropriate alternative worksite, typically the employee's residence. Full-time telework must be recorded in GSA's electronic time and attendance system.

(3) Routine telework. Telework performed as part of a previously approved, ongoing, and regular schedule. Instances of routine telework must be recorded in GSA's electronic time and attendance system.

(4) Situational telework. Telework that is approved on a case-by-case basis, where the hours worked are not part of a previously approved, ongoing, and regular telework schedule. Examples of situational telework include telework to accommodate scheduling issues such as appointments or special work assignments away from the office. Situational telework is sometimes also referred to as episodic, intermittent, or ad-hoc telework. Instances of situational telework must be approved by the supervisor and recorded in GSA's electronic time and attendance system.

I. Unscheduled telework. A form of telework that allows employees to telework without previous supervisory approval in response to specific announcements by OPM or local government deciding/authorizing officials regarding approved emergency situations as outlined in paragraph 3e. It is a means for employees to continue work operations and maintain productivity during such situations. See guidance on the use of unscheduled telework in [GSA Dismissal and Closure Procedures](#). Instances of unscheduled telework are considered emergency telework and must be recorded in GSA's electronic time and attendance system.

m. Weather and Safety Leave. The Administrative Leave Act of 2016 (the Act), created four new categories of leave, including weather and safety leave (5 U.S.C. 6329c). The Act provides Federal agencies with the authority to "approve the provision of leave to an employee or a group of employees without loss or reduction in the pay of the employee or employees, leave to which the employee or employees are otherwise entitled, or credit to the employee or employees for time or service only if the employee or group of employees is prevented from safely traveling to or performing work at an

approved location due to (1) an act of God; (2) a terrorist attack; or (3) another condition that prevents the employee or group of employees from safely traveling to or performing work at an approved location.”

(1) Weather and safety leave will not be provided to a telework-ready employee who is not prevented from working safely at an approved appropriate alternative worksite.

(2) GSA may consider providing weather and safety leave to a telework-ready employee in exceptional situations, including (a) when in the agency’s judgment the telework-ready employee could not have reasonably anticipated the emergency condition and does not have the necessary equipment at the appropriate alternative worksite and (b) when the home or other appropriate alternative worksite of a telework-ready employee is also affected by the event such that the employee is prevented from safely teleworking there.

n. Workforce 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, emergency situations, mobile work, telework, and training.

4. Responsibilities. The following officials and components are responsible for administering this policy in accordance with the appropriate statutes and regulations:

a. Telework Managing Officer (TMO). The TMO is responsible for:

- (1) Telework advocacy;
- (2) Policy development and implementation related to agency telework programs;
- (3) Providing expertise and guidance to agency leadership;
- (4) Serving as the primary senior level agency point of contact for OPM on telework matters; and
- (5) Serving as a resource for managers and employees on telework matters.

b. Agency telework coordinator. The agency telework coordinator serves as a point of contact with OPM and provides advocacy, implementation support, and data collection on implementation of this policy, at the agency level. The agency telework coordinator provides information to and receives support from the TMO.

c. Local telework coordinators. Local telework coordinators serve as points of contact providing advocacy, local telework implementation support, and data collection

on implementation of this policy, at the Regional, Service, or Staff Office level. Local telework coordinators provide information to and receive support from the agency telework coordinator and the TMO.

d. Office of Human Resources Management (OHRM). OHRM is responsible for:

(1) Ensuring that all GSA employees and supervisors are aware of the opportunity for telework and the parameters for implementing telework as outlined in this policy, for new and current employees;

(2) Providing guidance, support, and evaluation to support fair and consistent implementation of this policy;

(3) Providing training for employees and supervisors; and

(4) Administering internal controls including reporting to ensure compliance with this policy.

e. Heads of Services and Staff Offices (HSSOs). HSSOs are delegated the authority to implement telework within their organizations in accordance with this policy. This authority may be delegated further.

5. Eligibility.

a. Employees are eligible to telework pursuant to organizational business needs, without diminished individual, team, or organization performance, with the exceptions outlined in subparagraph b below. Supervisors are required to make telework determinations based on appropriate business needs.

b. In certain specific situations based on the criteria below, positions or employees may be identified as ineligible for telework as follows:

(1) Employees in positions that require, on a daily (every work day), basis:

(a) Direct handling of secure materials determined to be inappropriate for telework by HSSOs or designees. Secure materials are those materials:

1. 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

2. For which appropriate mitigating IT security measures do not exist. Secure materials may include PII.

(b) On-site work effort activity that cannot be handled remotely or at an appropriate alternative worksite, e.g., positions that are full-time customer-facing

positions.

(c) In emergency or other unforeseen situations, an employee in such a position as defined in 5b(1)(a) and 5b(1)(b) 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 online training.

(2) Employees will 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:

(a) Being absent without leave (AWOL) for more than five (5) days in any calendar year (by statute); or

(b) 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 (by statute).

(3) Employees disciplined for conduct identified in paragraph 5b(2) are ineligible for telework under any circumstances, including emergency situations such as continuity 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, if neither is feasible, placed on administrative leave until such time as official alternative officing in an agency or other Federal location is available.

(4) Supervisors are responsible for making final determinations regarding employee work schedules that are consistent with individual performance, team, and organizational work requirements. This includes alternative work schedules (AWS) and telework schedules and frequency. Supervisors may deny, suspend, or limit telework participation for individual employees on a permanent or temporary basis based on business needs.

(a) Reasons for decisions to deny, suspend, or limit telework participation may include, but are not limited to:

- Business and/or customer requirements, including appropriate office coverage;
- Lack of employee responsiveness/accountability while teleworking;
- Receipt of final disciplinary action (i.e., warning, reprimand, suspension, or removal) within the past calendar year;
- Performance below fully successful level;
- Telework has been demonstrated to have resulted in diminished individual, work team, or organizational performance;
- Continuation of telework will interfere with employee's ability to attain or return to a fully successful performance level;

- Need for in-person interaction based on status as a trainee/trainer;
- Placement on leave restriction;
- Disciplinary action for time and attendance issues and/or AWOL (of less than 5 days) within the past calendar year;
- Performance does not comply with the terms of this policy and the telework agreement between the supervisor and employee;
- For supervisory employees, ineffective management of subordinate staff.

(b) Supervisors should consult with their servicing employee relations specialist when making determinations regarding denial, suspension, or limitation of telework participation.

(c) When the denial, suspension, or limitation of telework is anticipated to be on a temporary basis, the supervisor, in consultation with their servicing employee relations specialist and the employee, must prepare and document a plan designed to improve the telework-related performance or conduct.

c. All GSA job announcements must indicate whether the position is eligible for telework, based on the criteria in paragraph 5b. If a position is full-time telework eligible, the vacancy announcement must indicate whether the official worksite/duty location is:

(1) negotiable after the selection (i.e., official worksite/duty location is the residence of the selectee), or

(2) must be in one of several potential official worksites/duty stations (for example, a regional office city).

If 2, the potential official worksites/duty stations must be listed in the announcement. The selectee's worksite/duty location must be one of the listed cities and may not be altered after a selection is made. A request by the selected employee to initiate a new full-time telework agreement at a different official worksite/duty station may not be considered until the employee has been in the position at the original worksite/duty station for a minimum of 180 days.

d. The limitations on eligibility even in emergency or other unforeseen situations set forth in paragraph 5 are not intended to constitute an exhaustive listing of all of the possible reasons for limiting, temporarily suspending, or restricting telework.

6. Terms of telework participation.

a. General terms.

(1) Telework is voluntary except in certain emergency situations. Employees are not required to telework. An exception to this may be in response to emergency

situations as defined in paragraph 3 and outlined in paragraph 6b. Eligible employees (see paragraph 5) may:

- (a) Choose to telework;
- (b) Decline to telework (except in specific emergency situations);
- (c) Select the appropriate alternative worksite(s) from which to telework in accordance with paragraph 6d(9); and

(d) Be required to telework in the event of an emergency or other unforeseen situation that prevents access to the agency worksite as outlined in paragraph 6(b).

(2) The appropriateness of telework and the frequency of telework is a decision made by the supervisor based on a discussion between the supervisor and the employee.

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

(4) Work must be supervised in accordance with the Fair Labor Standards Act (FLSA).

(5) With supervisor approval, employees on alternative work schedules (AWS) may also telework if consistent with organizational and work team requirements. In order to optimize time for in-office collaboration, unless otherwise approved by the supervisor, when an employee on an AWS schedule also teleworks on a regular basis, the combination of nonwork and telework days must be considered. For example, if the employee on an AWS schedule requests to telework 4 days per pay period, the supervisor should approve 3 days of telework, with the AWS non-work day “counting” as a fourth day away from the office.

(6) Telework hours must be documented correctly, using the appropriate telework code in GSA’s electronic time and attendance system. Hours teleworked must be recorded as outlined in the definition of “types of telework” in paragraph 3k.

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

(1) [GSA’s Dismissal and Closure Procedures](#) are consistent with OPM’s Governmentwide Dismissal and Closure Procedures and available on InSite. GSA employees are responsible for following this GSA implementation guidance.

(2) [GSA’s Dismissal and Closure Procedures](#) provide an outline for the use of unscheduled telework; provide definitions of emergency employees and telework-ready employees; provide pay and leave information; outline employee expectations when

Federal offices are open and when Federal offices are closed; and review general employee expectations related to dismissal and closure procedures.

(3) Telework-ready employees as defined in paragraph 3k are required, when there is an announcement of an operating status under which Federal offices are closed, to telework, take leave or other time off, or reschedule their alternative work schedule, as outlined in the [GSA Dismissal and Closure Procedures](#).

(4) Employees determined to be ineligible based on the criteria outlined in paragraph 5b(1) may, in emergency or other unforeseen situations, be required 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 online training.

c. Supervisor responsibilities. Supervisors are responsible for:

(1) Engaging employees in discussion when considering individual, team, and organizational performance requirements when making telework participation, scheduling, and frequency decisions;

(2) Making final determinations in regard to telework participation, schedules, and frequency;

(3) Preparing a plan, in collaboration with the employee, for returning the employee to telework eligibility when telework is denied to or suspended for an otherwise eligible employee on a temporary basis, based on such reasons as outlined in paragraph 5b(4);

(4) Ensuring that new employees successfully complete required telework training and submit telework agreements in the GSA approved telework agreement system within 60 days of their entrance on duty, and that all employees successfully complete required telework training and submit telework agreements on an annual basis, or as appropriate based on supervisor, position, or other change, as reflected in paragraph 7c;

(5) Approving telework agreements in the GSA-approved telework agreement system, including:

(a) Reviewing and discussing submitted telework agreements with employees within 20 days of their submission;

(b) Ensuring that telework agreements in the GSA-approved telework agreement system reflect the agreement reached between supervisor and employee during the discussion outlined in 6c(5)(a), are modified and re-submitted as necessary, and are approved within 30 days of the original submission; and

(c) Ensuring that employee participation in telework is suspended in the

event an approved telework agreement is not in place.

(6) Treating all employees (whether teleworking or not) the same in actions involving managerial discretion, including but not limited to:

(a) Equitable distribution of assignments among all employees in the work unit, whether working at the agency worksite or at appropriate alternative worksites;

(b) Use of appropriate work tracking and communication tools regardless of whether employees telework. GSA will not determine, at the agency level, specific communications practices, but encourages individual organizations to consider what types of communication work best in support of individual and organizational performance, utilizing the many tools available to GSA employees; and

(c) Managing and evaluating the performance of all employees (teleworkers and non-teleworkers) consistently with GSA's performance management policy and the performance expectations identified in their performance plans.

(7) Ensuring that telework supports individual, team, and organizational performance, as part of overall performance management, including the authority to overrule an employee's selection of a particular alternative worksite location if in the supervisor's opinion, the selected location is not a business-appropriate location and/or fails to provide a working environment compliant with the conditions outlined in paragraph 3b of this policy;

(8) Working with teleworkers to ensure that telework does not place a burden or hardship on other employees;

(9) Reviewing time and attendance information submitted by employees or timekeepers to ensure accuracy, including correct coding of telework participation;

(10) Reviewing transit subsidy applications to ensure that they accurately reflect work schedules, including telework; and

(11) Managing work in accordance with the Fair Labor Standards Act (FLSA), as referenced in paragraph 6a(4).

d. Employee responsibilities. Employees are responsible for:

(1) Accomplishing work assigned to them and appropriately using telework as a tool for accomplishing that work;

(2) Behaving consistently with the fact that they are in an official duty status while teleworking, and that all employment rules remain in effect;

(3) Providing input to their supervisors on the appropriate level of telework

participation based on individual, organization, and work team needs, in support of the supervisor's final determination as outlined in paragraph 5c(2);

(4) Adhering to the supervisor's decisions on telework participation, schedules, and frequency, and the terms of the approved telework agreement;

(5) Successfully completing mandatory telework training and submitting telework agreements in the GSA-approved telework agreement system, on an annual basis, regardless of their eligibility for telework or an employee's decision to telework or decline to telework. Failure to successfully complete annual telework training will result in discontinuation of telework until such training is successfully completed. New employees must successfully complete mandatory telework training and submit a telework agreement in the GSA-approved telework agreement system within 60 days of their entrance on duty;

(6) Revising and resubmitting telework agreements in the GSA-approved telework agreement system to reflect any changes requested by their supervisor, so that the supervisor is able to approve the agreement;

(7) Submitting updated telework agreements in the GSA-approved telework agreement system to reflect changes that occur prior to the annual review and approval process, including change in supervisor, change in position, and change in employee eligibility;

(8) Safeguarding secure materials, including PII in accordance with Office of Management and Budget (OMB) M-06-19 and [GSA Privacy Policy](#);

(9) Ensuring that the appropriate alternative worksite provides appropriate information technology (IT) connectivity and security infrastructure in support of the work;

(10) Acknowledging that supervisors retain the authority to overrule an employee's selection of a particular alternative worksite location if in the supervisor's opinion, the selected location is not a business-appropriate location and/or fails to provide a working environment compliant with the conditions outlined in paragraph 3c of this policy;

(11) Meeting individual, team, and organizational requirements, including but not limited to all requirements regarding communication, accessibility, and collaboration, as required by the supervisor. GSA will not determine, at the agency level, specific communications practices, but encourages individual organizations to consider what types of communication work best in support of individual and organizational performance, utilizing the many tools available to GSA employees;

(12) Maintaining flexibility and responsiveness to the needs or requirements of the supervisor, employing organization, work team, and customers. 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 or directed with team members, ensuring that telework supports the work of the team and does not result in diminished individual, group/team, or organizational performance;

(13) Reporting to the agency worksite, or other required location, pursuant to agency needs, for all or part of the workday during which they would otherwise telework, as required by management;

(a) Instances of cancelled or interrupted plans to telework require appropriate advance notice to the employee, as outlined in the telework agreement. Such instances do not:

1. Constitute a termination of the telework arrangement, or
2. Entitle the employee to a “replacement” or “in lieu of” telework day.

(b) Prior to approval of the telework agreement, the employee and supervisor should discuss and agree on how much advance notice is appropriate and the discussion should consider individual circumstances, including the travel distance, commute time, and availability of public transit. The GSA-approved telework agreement system will “default” to a 2-hour advance notice unless otherwise agreed to by the supervisor.

(14) Understanding and acting in accordance with the [GSA Dismissal and Closure Procedures](#), including:

- (a) Being familiar with operating status announcements;
- (b) Preparing and planning ahead, including taking necessary equipment such as laptops to the appropriate alternative worksite, when severe weather or other emergency situation can be anticipated;
- (c) Notifying supervisor of employee status when an operating status announcement is made; and
- (d) Accurately reporting and accounting for work time in GSA’s electronic time and leave administration system.

(15) Accurately recording telework participation in GSA’s electronic time and leave administration system, or ensuring that timekeepers accurately record their telework participation based on local timekeeping procedures;

(16) Ensuring that their individual application for transit subsidy benefits accurately reflects their work schedule, including telework. Applications must reflect anticipated telework days and not include requests for transit subsidy benefits for those

days;

(17) Working with supervisors to ensure that telework does not place a hardship or extra workload on other employees; and

(18) Following established office practices, agency policies, and laws for requesting and obtaining approval of leave, overtime, or any change to the work schedule.

Note: 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.

7. Telework agreement.

a. All employees must have a telework agreement approved through the GSA-approved telework agreement system before they will be eligible to telework for any reason. Initial access to the GSA-approved telework agreement system is predicated on successful completion of mandatory online telework training.

b. The telework agreement must be approved in the GSA-approved telework agreement system by the employee's supervisor before the employee is eligible for telework.

c. Telework agreements must reflect a current agreement between the employee and his or her supervisor.

(1) Annual telework agreement updates must be submitted and approved in alignment with performance appraisal completion. Supervisors are also encouraged to review telework participation and frequency at mid-year performance reviews.

(2) In addition to the annual update, changes that require updating a telework agreement include a change in position, change in organization, change in supervisor, and change in any other item captured in the online telework agreement.

8. Continuity plan and business continuity plan.

a. GSA is fully dedicated to leveraging telework capabilities to augment, when feasible, continuity and emergency efforts. The use of telework shall be situation-specific in accordance with ADM 2430.1A GSA Continuity Program, and ADM 2430.3 Emergency Management Program. Due to the nature of GSA's mission, certain functions must be performed in disaster areas or at dedicated continuity facilities.

b. The Orders listed in paragraph 8a above supersede the GSA Workforce Mobility and Telework Policy. During any period that GSA is operating under a continuity activation or emergency disaster, those Orders supersede this policy.

9. Safety.

a. When teleworking, the condition, safety, and security of the appropriate alternative worksite are the responsibility of the teleworker. Teleworkers are strongly encouraged to evaluate the space to ensure that it is safe and appropriate for the intended teleworking activity.

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

(1) Military Personnel and Civilian Employees Claims Act of 1964, as amended (31 U.S.C. 3721);

(2) Federal Tort Claims Act (28 U.S.C. 2671-2680);

(3) Federal Employees' Compensation Act (FECA), 5 U.S.C. Chapter 81.

10. Reasonable accommodation. Based on the situation, telework may serve as one of several forms of reasonable accommodation the agency may determine is appropriate to address an employee's work limitation(s). Employees seeking a reasonable accommodation are required to follow procedures outlined in GSA policy, [HRM 2300.1 Policy and Procedures for Providing Reasonable Accommodation for Individuals with Disabilities](#).

11. Information technology (IT).

a. Pursuant to GSA policy, [OAS P 9900.1](#), GSA:

(1) Will issue one laptop per employee; and

(2) Will not provide a government-furnished print output device, internet connection, or other equipment or services, beyond the laptop, for use by employees working at locations other than GSA office workspaces.

b. GSA employees are responsible and accountable for reading, understanding, and complying with [Incident Response \(IR\) \[CIO IT Security 01-02\]](#).

c. GSA-provided computers and equipment:

(1) 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) and 2635.704(a)).

(2) Office of GSA IT 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 GSA IT Local Support. If additional maintenance or repair is required, the teleworker may be required to:

(a) Bring the GSA-provided equipment to an agency worksite, or;

(b) Ship the product as directed by the GSA IT Service Desk to a location where an IT technician can provide complete support of the device.

(3) 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 GSA Service Catalog request.

d. Non-GSA-provided computers and equipment:

(1) Employees may use non-GSA provided computers and peripherals (printers, etc.) subject to the restrictions in [CIO Order 2100.1](#) and the information provided on the GSA InSite Telework Technology Tips [page](#). Employees 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.

(2) Employees 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.

(3) GSA will not issue toner/ink or paper for employees using non-GSA provided printers.

e. Network communication lines for teleworkers:

(1) Teleworkers whose positions require access to GSA electronic files or business applications are expected to personally provide internet service at the appropriate alternative worksite.

(2) If high-speed internet service is not available at the appropriate alternative worksite, and lack of availability would adversely affect the employee's ability to perform the job, telework will not be an option unless and until high-speed internet service or an appropriate alternative can be identified in coordination with the supervisor and local IT manager.

(3) "Tethering" (connecting a computer to a cell phone to access the internet using the cellular network) is acceptable on an occasional, ad-hoc basis, but not as a daily/regular means of accessing the internet.

f. IT security requirements:

(1) IT security requirements defined in GSA Orders [CIO 2100.3C Mandatory](#)

[Information Technology \(IT\) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities](#), [CIO 2104.1A CHGE 1 GSA Information Technology \(IT\) General Rules of Behavior](#), and [CIO P 2100.2B GSA Wireless Local Area Network \(LAN\) Security](#) apply to telework. Teleworkers are responsible for complying with these policies, regardless of where this equipment is used, including appropriate alternative worksites.

(2) 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 regional IT Manager, as stipulated in the Incident Response ([CIO IT Security 01-02](#)). If the incident occurs outside of business hours, initial notification should be to the GSA IT Service Desk. This immediate notification is vital 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.

(3) Only GSA employees and authorized contractors are allowed to use GSA-provided computers or to connect to the GSA network via a GSA remote access connection. GSA employees may not 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.

g. The IT Security documents referenced above can be found at the [GSA IT Security](#) website: <https://insite.gsa.gov/portal/category/534722>.

12. Evaluation and recordkeeping.

a. OHRM will prepare and submit annual reports to OPM regarding telework as required.

b. OHRM will conduct periodic accountability reviews of telework to analyze use, policy compliance, and the degree to which telework is supporting agency requirements.

c. OHRM will maintain telework data and records.

Appendix A. GSA Telework Agreement

GSA telework agreements will be completed using GSA's approved telework agreement system. This representation indicates the data elements included in the GSA-approved telework agreement system.

Section 1 – General Information	
1. Employee Name:	2. Date Agreement Submitted:
3. Agency Worksite Region:	4. Service or Staff Office:
5. Official Worksite/Duty Station Region:	6. Correspondence Symbol:
6. Employee business telephone:	7. Employee email address:
8. Employee business cell phone (if applicable):	9. First Line Supervisor:
10. Supervisor business telephone:	11. Supervisor email address:
12. Supervisor business cell phone (if applicable):	13. Telework Coordinator:
14. <i>To be completed by management:</i> This position is Telework Eligible <input type="checkbox"/> Yes <input type="checkbox"/> No. If "no" give reason: <input type="checkbox"/> secure materials <input type="checkbox"/> on-site activity <input type="checkbox"/> other	
Section 2 – Certification of Successfully Completing Training	
15. Employee has completed required telework training? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Section 3 – To be completed by Employee	
16. I would like to telework <input type="checkbox"/> Go to Item 18 I decline to telework <input type="checkbox"/> Go to Item 17; skip items 18, 19, 20	
17. I understand that my declination to telework in Item 16 above does not preclude me from being telework-ready and required to telework (or take leave or other time off, or reschedule my alternative work schedule) in certain emergency situations, as outlined in Items 23 and 24, below and in GSA Workforce Mobility and Telework Policy. <input type="checkbox"/> Yes <input type="checkbox"/> No	
18. Schedule: o Routine telework - telework performed as part of a previously approved, ongoing, and regular schedule. The agreed-upon schedule is a maximum of ____ days per pay period. o Situational telework - telework that is approved on a case-by-case basis, where the hours worked were not part of a previously approved, ongoing, and regular telework schedule. Examples of situational telework include telework to accommodate scheduling issues such as appointments or special work assignments away from the office. Situational telework is sometime also referred to as episodic, intermittent, or ad-hoc telework. Situational telework days will not exceed ____ days per pay period. o Full-time telework – telework performed on a full-time basis by an employee who does not typically utilize an agency worksite. Full-time telework requires adherence to HRM 6040.2, including completion of required documentation.	
19. 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	
20. 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 Certification. <input type="checkbox"/> Yes <input type="checkbox"/> No Supervisor Certification. <input type="checkbox"/> Yes <input type="checkbox"/> No	
21. Privacy Act Statement I understand that 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 6040.1A 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 is voluntary. <input type="checkbox"/> Yes	
22. 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	
23. 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: - 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 my authorized duty hours. Agency policies permitting reasonable personal use of Agency equipment and information technology systems apply when I am teleworking. - 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. <input type="checkbox"/> Yes	
24. I have the necessary IT tools, equipment, and training to meet the definition of a telework-ready employee, pursuant to GSA's Workforce Mobility and Telework Policy. Telework-ready employees may or may not be emergency employees. <input type="checkbox"/> Yes <input type="checkbox"/> No If yes – go to 25 If no – go to 26	
25. I understand my responsibilities as a telework-ready employee under GSA Dismissal and Closure Procedures. <input type="checkbox"/> Yes	
24. I understand my responsibilities as a non-telework-ready employee under GSA Dismissal and Closure Procedures.	

<input type="checkbox"/> Yes
24. Employee Certification By signing this telework agreement, I affirm that I have read and understand the GSA Workforce Mobility and Telework Policy and this Telework agreement, and will work in accordance with all provisions of this telework agreement and Agency policy, including– <ul style="list-style-type: none"> - Ensuring that my appropriate alternative worksite is safe, secure, and suitable for teleworking activities; - Providing at no cost to GSA internet access to access resources; - Securing and safeguarding GSA furnished equipment; - Working at a satisfactory level to meet my performance and development objectives; - Meeting my personal, organizational and work team requirements; - Adhering to appropriate requirements outlined in GSA Dismissal and Closure Procedures; and - Documenting my participation in telework in accordance with established timekeeping procedures. <p>This 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>
Note: 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.
Section 4–To be completed by Supervisor
25. The employee is temporarily ineligible to telework <input type="checkbox"/> Yes <input type="checkbox"/> No If no, skip to 28.
26. Reason: <input type="checkbox"/> Organizational requirements <input type="checkbox"/> Performance or conduct <input type="checkbox"/> Other
27. This employee has been designated as temporarily ineligible for telework. GSA Workforce 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:
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 Definition of Permanent Ineligibility: 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: <ul style="list-style-type: none"> - being absent without leave (AWOL) for more than five (5) days in any calendar year; or - 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.
29. Supervisor Certification: By signing this telework agreement, I affirm that I have read and understand the GSA Workforce 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: <ul style="list-style-type: none"> - Distribution of assignments, - Use of appropriate work tracking and communication tools, and - Performance management. <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 agency and local telework coordinators for the purpose of implementing agency policy and assessing GSA's Telework Program.</p> <p>Supervisor Signature: _____ Date: _____</p>
30. Date Agreement Approved: _____