

## Telework Overview for Supervisors

The City of Minneapolis has policies and procedures to support employees in having schedules, locations or methods of working that differs from the standard. This is called an **alternative work arrangement** or AWA. Examples include compressed workweeks, flextime, job-sharing, gradual retirement and telework.

This is a quick guide to **telework** arrangements for supervisors. Also known as **remote working**, telework is a type of AWA that enables employees to use technology to work from a place that is not standard for their role, such as their home or a mobile workplace.

### Things to Know

- ✓ Employees must get advance approval from their supervisor in order to telework.
- ✓ Remote working is not right for every person or every job. You are not obligated to approve every telework request you receive.
- ✓ It's possible to combine more than one type of AWA. Your Human Resources business partner can help you and your employee understand the options.
- ✓ Remote workers must comply with all telework policies and procedures.
- ✓ Workplace includes in the office, in the field, or representing the City within the community.

### Telework Options

The City supports two different telework arrangements that are based on how the employee divides work hours between a City workplace and their remote work location:

1. **Remote:** The employee regularly works at a remote location that is not a City workplace (e.g. at home, not on site.)
2. **Hybrid:** The employee regularly spends some time working in a City workplace and some time remotely.

Telework doesn't change the basic terms and conditions of employment. Salary, benefits and work status won't change. Remote workers must follow with all City policies and rules.

## Telework Requests

Employees must get advance approval from their immediate supervisor in order to telework, using the **Employee Request for AWA** form in City Life under the Employee Change category.

As a supervisor, you have broad authority to:

- Identify functions that can be accomplished remotely
- Determine the details of the arrangement (e.g. when the employee will be working remotely and when the employee will be working in the workplace.)
- Decide whether to approve your employee’s request to telework. You should consider factors related to the job or role, and to the individual employee:

Considerations related to the job	Considerations related to the employee
<ul style="list-style-type: none"><li>○ Whether it can be done remotely using available technology</li><li>○ Amount of face-to-face contact required</li><li>○ Time spent managing people vs. projects</li><li>○ Time spent performing repetitive tasks</li><li>○ Uninterrupted quiet time required</li></ul>	<ul style="list-style-type: none"><li>○ Length of employment</li><li>○ Past job performance and reliability</li><li>○ Ability to meet deadlines</li><li>○ Proficiency with technology</li><li>○ Ability to communicate effectively</li><li>○ Capacity to provide acceptable level of service from a remote location</li></ul>

## Supervisory Considerations

As a supervisor of remote workers, you’ll make sure that:

- Teleworkers under your supervision acknowledge the applicable agreements in City Life
- Teleworkers under your supervision stay logged in to Microsoft Teams during their regular work hours and maintain their calendars to show activities and availability
- The level and quality of customer service provided by teleworkers under your supervision does not decline, and that they meet deadlines without overtime or comp time accrual

## Technology Considerations

The City provides City-owned equipment and supplies for only one work location – either the employee’s remote location or a City workspace. These typically include a computer with virtual private network (VPN) access, Microsoft Teams and other necessary software, and possibly telecommunications equipment. You may also decide to provide other equipment and supplies depending on job requirements. All of these items will be paid from your department’s budget and it is the departments responsibility for approving, tracking, and following all IT and Property Services policies and procedures.

The City doesn't provide, pay for, or reimburse for internet service to enable an employee to work from home or other remote location. The City also doesn't provide printers for remote worksites, nor does the City provide ink, toner, paper or technical support for an employee-owned printer.

Supervisors are responsible for the return of City-owned equipment from remote workers upon separation or a change in the AWA agreement.

Refer to the Guide to Employee Furniture, Technology, and Consumable Supplies for Remote Work for more information.

### **Workspace Considerations**

- You will need to **determine whether teleworkers under your supervision should continue to have a regularly assigned workstation or office**. Alternative options include having teleworking employees share assigned workstations or offices or maintaining one or more vacant workstations for teleworking employees to use when working on site.
- The City does not provide workstations or furniture to employees to use at their remote work locations. We offer an ergonomic training course that covers home offices.
- **All documents, reports, data or software products created by employees in performing their duties belong to the City**. Employees are responsible for securing and preventing unauthorized access to all data they use to do their jobs. Teleworkers must continue to follow all policies, laws and rules regarding data privacy.
- **Employees may not hold any in-person client or customer meetings in their homes**. Doing so will be cause to discontinue a telework arrangement and could lead to disciplinary action up to and including suspension without pay or termination of employment.
- **Employees are responsible to ensure that homeowners or renters insurance coverage is in place to cover their risks while working remotely**. If they have a concern regarding an injury or damage to your home, they should consult their supervisor and human resource business partner.