# [COMPANY NAME]

# Telework Policy

Updated as of [DATE]

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# Telework Policy

[COMPANY] encourages all employees to have a healthy work-life balance, and in furtherance of that aim, [COMPANY] has developed this teleworking policy. Subject to the guidelines laid out in this policy, [COMPANY] permits employees who report to [a(n)] [COMPANY] central office or a client site office to telework (work from a non-office location) if it will not harm the interests of the organization, the organization’s clients, or the employee’s work team, or otherwise impair [COMPANY’S] business functions. For client-site employees, this teleworking benefit is subject to the consent of the client, and may not be available at all client-sites or for all client-site employees. **[Remove if not applicable; add any type of work that does not qualify for telework, if any.]**

Please note that this telework policy does not apply to [COMPANY’s] full-time remote workers. Some [COMPANY] employees have an employment agreement that permits them to remotely work full-time, and are not subject to this policy. Remote workers work full-time from a non-central office, non-client site location and at the time of their employment offer and contract, it was understood and agreed that these remote workers would be primarily based in their own homes.

## Teleworking, Defined

Teleworking, or telecommuting, is the concept of working from home or another location on a part-time basis. Teleworking is not a formal, universal employee benefit. Rather, it is an alternative method of meeting the needs of the organization and individual employees. The company has the right to refuse to make teleworking available to an employee and to terminate a teleworking arrangement at any time. Employees are not required to telework. Employees have the right to refuse to telework if the option is made available.

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## Eligibility and Requesting Permission to Telework

### [1 (one)] teleworking day per [week] after [6 (six) months] of employment

**[Adjust number of days and duration of minimum onboarding time period before expanded telework is available depending on Company needs.]**

Under this Telework Policy, employees who have worked at Casebook PBC for [6 (six) months] are entitled to work from home or another non-office location up to [1 (one) day] per [week].

After [six months of employment], [a/n] [COMPANY] employee may make a request to their manager to telework up to [one day] per [week]. An employee must designate their weekly teleworking day in advance, and telework the same weekday every week. **[Alter preceding sentence as applicable.]**

Telework days should be approved by an employee’s manager in advance, and teleworking days should be clearly marked on an employee’s calendar at least [two weeks] in advance.

### [2 (two)] teleworking days per [week] after [12 (twelve) months] of employment

**[Adjust number of days and duration of minimum onboarding time period before expanded telework is available, depending on Company needs.]**

Under this Telework Policy, employees who have worked at [COMPANY] for [12 (twelve) months] are entitled to work from home or another non-office location up to [2 (two) days] per [week].

After [twelve months] of employment, [a/n] [COMPANY] employee may make a request to their manager to telework up to [two days] per [week]. An employee must designate their weekly teleworking days in advance, and telework the same weekdays every week. **[Alter preceding sentence as applicable.]**

Telework days should be approved by an employee’s manager in advance, and teleworking days should be clearly marked on an employee’s calendar at least [two weeks] in advance.

## Guidelines for Granting Teleworking Requests

An employee may request changes to their weekly teleworking days for non-urgent issues on an ad hoc basis, but granting this change is subject to their manager’s discretion (within the guidelines described in the next paragraph). However, employees may request additional telework days for urgent issues under the “Urgent Circumstances” section of this policy, or for work-related reasons explained in the “Work-Related Telework Requests” section of this policy.

A requested telework day or a teleworking schedule change request (either for a permanent telworking schedule change or for a one-time change) may be denied due to legitimate team or organization-wide needs (such as the need for in-office coverage or a requirement that every team member attend a certain weekly meeting in person). Additionally, teleworking days may be cancelled on a team-wide or company-wide basis due to a team- or company-wide teleworking blackout, in which all team members or employees must be in office due to an all-team or all-hands mandatory event (such as [insert Company examples, which may include events like a planning session, customer-related issue, or company retreat]). Finally, teleworking may not be available for employees working at all client-site locations, or may be suspended for certain teams, time periods or individuals by client demand. [**Delete prior sentence if it does not apply, and add in any other disqualifying events.]** Every manager will make decisions regarding a particular employee’s telecommuting request based on the [COMPANY] guidelines in determining whether a request is permissible.

## Suspension of Telework Privileges

If a manager suspects that an employee is not being productive during their telework days or is otherwise abusing the company telework policy, an employee’s teleworking benefits may be suspended. If the teleworking benefit is suspended, the suspending manager must supply the rationale and associated documentation for the suspension to [COMPANY’s HR team]. **[If there is no HR team, insert relevant team.]** Sufficient reason and documentation for a suspension of these benefits include lack of productivity or availability, as evidenced by failure to attend a scheduled meeting, repeatedly not responding to emails or chats, not turning in work product, etc. **[Edit previous sentence for company-specific requirements.]**

## Appeals

Any suspension of teleworking benefits, as well as any denial of a teleworking request or cancellation of a planned teleworking day that an employee feels is unfair or otherwise wishes to appeal, will be reviewed by [HR or the above mentioned applicable team]. **[Insert job titles of individuals reviewing the appeal].** upon the employee’s request. If the termination, denial or cancellation action did not align with Company guidelines or is otherwise problematic, appropriate actions will be taken.

## Urgent Circumstances

While standard teleworking schedules must be set in advance, employees (including employees who have worked at [COMPANY] for less than [6 (six) months] **[Replace time duration with minimum required orientation period]**, but not employees who have had their teleworking privileges suspended) may request additional telework days for unpredictable urgent or sudden circumstances that either:

1. Require their presence in a specific location but will not substantially interfere with work; or
2. Require that they not be at their typical work location but will not substantially interfere with work.

Some examples of urgent circumstances for which managers should grant non-standard or “last minute” teleworking requests include (but are not limited to):

* Poor weather that makes travel impossible or creates dangerous or excessively slow travel conditions;
* A family or personal emergency requiring an employee’s presence in a specific location;
* A public health issue that impacts the individual;
* A sudden injury limiting mobility; and
* The state of being contagious, or recovering from an illness or injury, but not too ill to work.
* **[Insert any other urgent circumstance, if applicable**]

When an employee requests an additional teleworking day due to urgent or unpredictable circumstances, managers have the discretion to inform an employee that due to the requirements of their position or the requirements for that particular day or any concerns about teleworking productivity that telework due to the urgent circumstances will not be possible, and that the employee should take [personal time, sick/ safe time, vacation time or unpaid leave for that day] **[Adjust wording based on company policies/ policy names]**. However, while every manager will make their own decisions regarding a particular employee’s telecommuting request, managers must follow the [COMPANY] guidelines in determining whether a request is permissible. Acceptable reasons for denying an urgent circumstance telework day include:

* Due to the urgent nature of the request, the employee lacks the appropriate equipment for a successful telework day (such as not having their work laptop and/ or access to the required programs or software for work).
* The employee has had normal telework privileges suspended for a valid reason.
* The employee has requested an urgent circumstances telework day on a day when they will not be able to collaborate with colleagues to accomplish work, as their teammates will be engaged in an event for which telework participation is impossible or highly undesirable.
* The urgent circumstances telework day was made on a “telework blackout day” (a day during which telework benefits are suspended due to a team- or company-wide event), as described in “Guidelines for Granting Teleworking Requests.”

As with other denials of teleworking benefits, any denial of a teleworking request due to urgent circumstances that an employee feels is unfair or otherwise wishes to appeal will be reviewed by HR [HR or the above mentioned applicable team]. **[Insert job titles of individuals reviewing the appeal.]** If the denial does not align with Company guidelines or is otherwise problematic, appropriate actions will be taken to restore an employee’s teleworking benefits and/ or teleworking days.

## Work-Related Telework Requests

In addition to telework requests related to routine teleworking days and urgent circumstances, employees may request to telework for work-related reasons. For example, an employee may be tasked with a project that is primarily writing-focused, with little need for collaboration, in which case an employee’s presence in the office may hinder their productivity. **[Insert any other urgent circumstance, if applicable.**] In such a circumstance, an employee may request additional work-related telework days, and a manager should grant such a request if:

* The employee has a genuine work-related reason to request additional telework days;
* The employee’s telework will not interfere with other planned work-related issues; and
* The employee’s teleworking privileges have not been suspended.

As with other denials of teleworking benefits, any denial of a teleworking request due to work-related reasons that an employee feels is unfair or otherwise wishes to appeal will be reviewed by [HR or the above mentioned applicable team]. **[Insert job titles of individuals reviewing the appeal]**. If the denial does not align with Company guidelines or is otherwise problematic, appropriate actions will be taken to restore an employee’s teleworking benefits and/ or teleworking days.

# Employee Guidelines for Telework

## Basic Tips

[COMPANY] has several guidelines for helping employees telework successfully and retain their teleworking benefits:

* Ask in advance. Day-of requests (either urgent or not) may be granted, but managers may ask an employee to take accrued paid time off (vacation time, personal time or sick/ safe time, if available), or unpaid leave, if they feel that such a request cannot be reasonably accommodated or that granting such a request will lead to diminished productivity.
* Telework is not a substitute for sick time. Employees teleworking are expected to be as productive as they would be in office. If an employee is feeling truly unwell and generally incapable of coming to work, a manager may deny an employee’s telework request and ask that they take sick/ safe time or another form of leave. If, however, the employee and manager can work out a reasonable schedule and expectations for productivity and/ or a partial work schedule for that day, such a request may be granted.
* Mark your calendars so your teammates (and managers) know where you are.
* Make sure you have the right equipment and can actually work during your telework day.
* Be available. While teleworking, it is important to remain attentive to communications channels such as [Slack, Gmail, Gchat] **[insert your applicable company tools]** and other tools.
* Be productive. Telework is not paid time off. Teleworking employees should be putting forth the same level of effort as they would while working in the office or at a client site.

## Calendar Management and Notifying Your Teammates

[COMPANY] employees should communicate their teleworking schedules to their manager and teammates on a regular basis, by marking their standard teleworking days on their calendar at least two weeks in advance. If there are any changes to an employee’s teleworking schedule, the employee should notify their team as soon as possible, both by updating their calendar and by contacting their team (via email or Slack [**Insert other messaging app, if applicable**]).

## Teleworking Equipment

[COMPANY] provides all employees with laptop computers, which are set-up to permit telework. Additionally, the telework location and the equipment to be used at the telework location should all be capable of supporting the security and privacy requirements of the work being performed as well as company policy. For some employees, this may require the use of a VPN. If an employee uses their own equipment, this equipment must conform to the equipment and security requirements of the work being performed by the employee.

For all employees, security requirements will include updated anti-malware software (Sophos for Mac) and disk encryption **[Insert company requirements]**.

If an employee requests a teleworking schedule and their equipment is either not functioning properly or lacks the resources to sufficiently support telework, the employee’s request may be denied and teleworking suspended until such a time when the issue is resolved.

The company will provide for repairs to company equipment. When the employee uses her/his own equipment, the employee is responsible for maintenance and repair of equipment.

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## Mobile Meetings and Communication

[COMPANY] provides employees with access to multiple applications to facilitate mobile meetings and communication channels, including [Google Hangouts and Slack]. **[Insert other company communication channels, if applicable].** Employees are encouraged to make use of these resources to collaborate with employees teleworking (or working remotely) and to include them in group meetings. However, if an employee teleworking is consistently unavailable for participation in meetings and communication attempts, their telework plan may be reviewed and their authorization to telework may be revoked.

## Collaborating with Other Employees and Clients

Employees who request to telework must be able to fully perform their job functions from their telework location. This may require advance planning and coordination with other [COMPANY] employees as well as [COMPANY clients]. **[Insert any other planning restraints.]** Teleworking is only permitted when the accommodations necessary to support the teleworking employee do not excessively hinder the organization’s productivity or the organization’s ability to gain new clients or support existing clients.

# Other Issues

## Pairing Considerations for Remote Development Work

Employees whose work requires collaboration with other employees (often referred to as “pairing”) will ensure they create and adhere to a schedule with their paired colleague. If a teleworking employee involved in pairing is not able to complete their work from a remote location, either due to scheduling or technical difficulties, their telework plan may be reviewed and their authorization to teleworking may be revoked.

## Worker’s Compensation and Liability

An employee teleworking (or working remotely) will only be covered by the company’s workers compensation policy during regular work hours and while the employee is performing work functions in a designated and pre-approved telework or remote work area. In order to qualify as a designated and pre-approved work area, the employee must select an area that is hazard-free, capable of supporting the electrical and data requirements of the teleworking agreement, and in an environment generally capable of supporting the work the employee is required to perform. Additionally, the employee must confirm the physical address of this workspace.

The employee’s approved workspace will be considered an extension of the organization’s workspace. Therefore, [COMPANY] will continue to be liable for job-related accidents that occur in the employee’s approved workspace during the employee’s working hours.

[COMPANY] will be liable for injuries or illnesses that occur during the employee’s agreed-upon work hours in the approved workspace. The employee’s telework hours will conform to a schedule agreed upon by the employee and his or her manager. If such a schedule has not been agreed upon, the employee’s work hours will be assumed to be the same as before the employee began teleworking.

[COMPANY] assumes no liability for injuries occurring in the employee’s workspace outside the agreed-upon work hours, or in a non-approved workspace.

[COMPANY] is not liable for loss, destruction, or injury that may occur in or to the employee’s home. This includes family members, visitors, or others that may become injured within or around the employee’s home.

## Income Tax and Other Tax Issues

It is the employee’s responsibility to determine any income tax implications of maintaining a home office area or teleworking. The company does not provide tax guidance nor does the company assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

## Dependent Care

Teleworking is not a substitute for dependent care. Teleworking employees should not provide dependent care during work hours. However, if an employee requests a teleworking schedule to assist with school pick-up or day-care pick-up duties, and can otherwise attend to their job duties while teleworking, such a request should not be denied for dependent care-related reasons.

## Impact on PTO Balances and Other Benefits

The employee’s compensation, benefits, work status and work responsibilities will not change due to participation in the teleworking program.

The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the teleworking program.

However, if an employee attempts to telework without prior arrangements or permission, and their manager and/ or teammates cannot accommodate the request, that employee may be asked to take either paid or unpaid leave.