



**Administrative Regulations  
Office of the Mayor**

**Title: TELECOMMUTING**

**A.R. Number: 2.3 Effective Date: 1/1/2012 Page: 1 of 5**

**Supersedes: Telecommuting A.R.: 2.4 DATED: 9/1/2000**

**I. PURPOSE**

Recent technological advances within the City of Richmond have made it possible to selectively offer an alternative to the way the City conducts business. Telecommuting enables City employees and others to conduct City business from remote locations; while still being able to access information technology services and data. Telecommuting is intended to enhance productivity, creativity, employee satisfaction, and/or reduce operating costs. This policy also supports the Clean Air Act by reducing the number of hours and miles City of Richmond employees spend traveling to and from work.

Telecommuting is defined as a work arrangement in which some or all of the work is performed at an alternate worksite such as the home or in office space near home. Communication may be one of several means, such as video, phone modem/broadband, fax, and pager. Equipment may be owned and maintained by the employee or by the City of Richmond.

Questions regarding this policy and related procedures should be addressed to: [Telework@richmondgov.com](mailto:Telework@richmondgov.com).

**II. POLICY**

Telecommuting is not a formal employee benefit, it is an option granted by the appointing authority to employees that meet certain predefined requirements. The telecommuting arrangement must be in the best interests of both the City of Richmond and the employee. It should benefit--or at least not cause significant problems--for the granting agency, supporting agencies (customers), or the employee. The appointing authority has the right to revoke the telecommuting privilege at any time based on factors that may limit the benefit of the telecommuting arrangement.

This policy is set forth to take advantage of the flexibility afforded by technological advances while ensuring that appropriate work standards are maintained. This regulation is intended to provide for a flexible working environment and provide parameters to ensure employees are safe and productive in their use of telecommuting options.

A telecommuting arrangement is voluntary. No employee will be required to telecommute. Employees who choose to telecommute have the right to cease telecommuting and return to their former in-office work pattern at any time.

All pay and leave entitlements will be based on the employee's official primary location. The employee understands that she/he is responsible for tax consequences, if any, of this arrangement, and for conformance to any local zoning regulations. Employees may wish to consult their attorney or tax accountant regarding any legal or tax implications associated with the use of their residence or off site location as a work location.

**Eligibility:** Employees must have completed their probationary period and must meet and maintain a rating of 275 or above on the annual employee performance evaluation in order to be eligible to request a telecommuting arrangement. Exceptions to this eligibility requirement may be granted by the Appointing Authority under special circumstances, including, but not limited to: a situation where an employee is physically incapable of reporting for normal duty at city facilities, or when it is determined that doing so would reward or motivate improvement.

**Suitability:** Once eligibility is established as stated above, suitability for telework involves determining the suitability of the work, the worker and the work unit as follows:

- a. Employees suited for telework are solid performers who know the job and the department standards and expectations. They can work independently, do not require close supervision, and have good communication skills. They are reliable, disciplined, and self-motivated.



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- b. Work suited to telework involves some form of information processing such as reading, writing, calculating, analyzing, designing, programming, and managing data. Some of the work products can be measured. Tasks that are predictable or can be scheduled.
- c. Work units suited to telework have structure, clear work assignments, cross training, back-up plans, and can operate smoothly when one or more employees is working off site. These work units have supervisors who manage by results, have experience managing remote workers or are, at a minimum, receptive to the idea.

### **III. PROCEDURE**

#### **A. Scope**

This policy is applicable to all City employees and other individuals authorized to work from remote locations in order to provide city services. While this policy is applicable to all, the decision to allow employees to use this alternative work format, or to rescind that privilege, is exclusively reserved for the Agency Director.

#### **B. Telecommuting Application and Approval**

The decision to allow an employee to telecommute will be made by the agency appointing authority. Supervisors and employees wishing to apply for a telecommuting arrangement must first complete the Selection Criteria Worksheet.

Employees approved for telecommuting must conduct an alternate worksite inspection using the approved Safety Checklist for Telecommuters.

Employees approved for telecommuting who plan to use their own Personal PC/Laptop must meet the standards defined in the Telecommuter Home Equipment Checklist.

Upon the acceptable completion of the Selection Criteria worksheet and the Safety Checklist, the employee and the appointing authority must enter into a signed Telecommuting Agreement.

All completed documents, forms, and agreements related to the telecommuting arrangement will be retained in the Human Resources Employee File.

#### **C. Related Policies, Procedures, and Regulations for Telecommuting**

Employees who use the City's network systems for telecommuting are subject to the same policies that govern the ownership of data, confidentiality, electronic media, and other related administrative policies, procedures, regulations and agency standards. The execution of work from remote locations does not eliminate the need for employees, supervisors, and customers to work under related rules and regulations. Should the employee have any concerns regarding the applicability of policies or standards, they should consult with their supervisor and/or the appointing authority.

Consult appropriate policies and procedures to ensure telecommuting work activities are conducted in compliance with regulations. Related standards governing the use of remote access and electronic media include:

- Electronic Media
- Remote Access



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#### **D. Liability**

1. If an employee chooses to accept the telecommuting work schedule, the employee does so at his or her own risk. The City of Richmond is not liable for the non-City of Richmond owned or managed environment in which a Telecommuter chooses to work. However, it should be understood that the City of Richmond is still responsible for any "on the job accidents" per Workers Compensation Laws.
2. The City of Richmond will not be liable for damages to a telecommuter's personal or real property at the alternate work location.
3. The telecommuter assumes responsibility for reasonable care to protect and prevent loss, theft, or damage of City equipment.

#### **E. Security**

1. Restricted access materials will not be taken to the alternative work site without prior written approval by the telecommuter's supervisor.
2. Telecommuters are expected to follow all applicable security procedures in order to ensure the confidentiality and security of sensitive information. Telecommuters should refer to other appropriate Administrative Regulations such as 2.6 Electronic Information Security, 2.7 Use of Computer Equipment and 2.8 Electronic Systems - User Passwords.

#### **F. Equipment**

1. The City of Richmond may require a telecommuter to use personal equipment such as a personal computer, modem, and existing wiring in order to work from an alternate location. The Telecommuter is required to meet the standards in the Telecommuter Home Equipment Checklist. The Telecommuter is also responsible for all costs related to meeting this standard. The City of Richmond may, however, supply a telecommuter with the equipment it deems necessary to perform designated job functions, from the alternate work location. The decision on what equipment and software to supply, if any, is reserved for department/agency director. The Department of Information Technology will assist, when requested, in assessing the related equipment needs.
2. Any equipment provided by the City of Richmond will be considered a loan. Damage beyond normal wear and tear is the responsibility of the user. The equipment may be changed, swapped or withdrawn as deemed necessary by the City of Richmond. Any equipment requires the recording of all pertinent information including, but not limited to the following:
  - a. The name, social security number, address, and phone number of the party to whom the equipment is assigned.
  - b. The date of the loan, return date of the equipment, description, condition, serial number, model number and quantity of the equipment provided.
  - c. Statement of both parties indicating that they have each received a copy of this policy.
  - d. Signatures (written or electronic) from each party indicating that the conditions of the policy are understood, have been met, and will be adhered to.
3. City of Richmond equipment provided to a telecommuter may be used for legitimate City business only and only by the telecommuter who has proper prior authorization to use the equipment.
4. Provided equipment shall be returned no later than the date specified on the signed form, or upon request by the City of Richmond.



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5. City of Richmond owned computer equipment will be maintained, serviced, and repaired by DIT staff or through arrangements made by DIT staff with an approved contractor.
6. Telecommuters are required to bring computer equipment to the DIT office or approved contractor, when in need of service.
7. No software or hardware shall be installed on City of Richmond equipment by an employee other than DIT staff or designated Automation Coordinators.

#### G. User Responsibilities

The responsibilities of telecommuting users include:

1. Maintaining the security of their system and software through the appropriate use of security products and procedures (Refer to the Telecommuter Home Equipment Checklist)
2. Ensuring equipment is adequately maintained and kept in compliance with standards for desktop computing, including virus protection, software revisions, and patch applications as needed (Refer to the Telecommuter Home Equipment Checklist).
3. The Telecommuter is responsible for all costs related to creating and maintaining the necessary secured environment.
4. When personal equipment is being used, the telecommuter understands that all materials created must be saved on the City of Richmond network in order to protect personal equipment from inclusion in e-Discovery cases.

#### H. City of Richmond Responsibilities

1. The City of Richmond is responsible to ensure to the best of its ability that the Safety Checklist for Telecommuters and the Telecommuters Home Equipment Checklists are enforced.
2. Supervisors of telecommuters receive training (when deemed necessary) for managing remote or telecommuter based employees.

#### I. Discipline

Violations of this policy by City of Richmond employees can result in disciplinary action in accordance with the City's Personnel Rules, and other applicable Administrative Regulations, as well as any department/agency rules, policies, or regulations.

Violations of this policy by non-City employees granted special access to the City of Richmond network could result in the revocation of their access privileges and/or termination of their business relationship with the City.

Employees who are given permission to telecommute must sign and acknowledge a statement of understanding.



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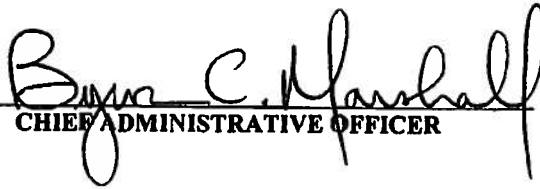
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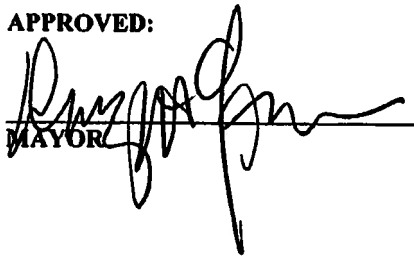
**IV. REGULATION UPDATE**

The Office of the Chief Administrative Officer and the Department of Human Resources shall be responsible for modifications to this Policy.

**RECOMMEND APPROVAL:**

  
CHIEF ADMINISTRATIVE OFFICER

**APPROVED:**

  
MAYOR