
OFFICE OF FINANCIAL MANAGEMENT POLICY

2.22 Mobile Work Policy (replaces Telecommuting Policy)

Original Issue: October 2000

Last Modified: July 2016

PURPOSE

The Office of Financial Management (OFM) recognizes that in this increasingly complex world, the high caliber staff the agency wishes to attract and retain may need to use innovative approaches to accomplish their work. OFM wishes to support our workforce by providing the tools and resources to maximize productivity and performance, regardless of the work location.

Innovative approaches include telework, flexible work schedules, and other workplace strategies, such as hoteling, desk sharing, and remote or mobile work. Supporting a mobile workforce is a workplace strategy that can help foster an engaging work environment, support health and wellness, ensure continuity of operations, optimize facilities costs, and reduce our environmental footprint.

This policy establishes a mobile work program and applies to all OFM employees. This policy also supports OFM's Commute Trip Reduction (CTR) program that is intended to help meet the community's transportation demand management goal to reduce commute trips by OFM employees, and thereby, reduce air pollution and traffic congestion.

OFM employees may be allowed to occasionally work in alternate locations that do not meet the below definition of telework. These situations, commonly referred to as mobile work, do not require documentation that a formal telework arrangement requires. As with telework arrangements, however, mobile workers and their supervisors are responsible for ensuring that all issues related to mobile work are managed (see principles below) when working in alternate work locations.

DEFINITIONS

Mobile Work is work that is completed in an environment other than the official worksite. This can include working from a home office and/or working from other locations, for example, a hotel, coffee shop, job site, partner agency site, or in travel status. Some modes of mobile work need to be documented (e.g., telework). Mobile work includes formal telework arrangements, but also includes employees whose work either requires or allows them to perform work tasks from various locations.

Telework is the practice of working from home or other alternative locations closer to home through the use of technology which allows the employee to access normal work material (email, telephone, electronic documents, etc.). Telework may be scheduled or done on an ad hoc basis. Teleworking arrangements of a regular basis of 2 or more days per month requires documentation between the supervisor and the employee. **Official Worksite** is the principal

place of employment designated by the agency as the location where the employee's work is performed.

Telework Worksite is the employee's home office or another office apart from the employee's official worksite.

Workplace Strategy is the dynamic alignment of an organization's work patterns with the work environment to enable peak performance and optimize costs.

MOBILE WORK PRINCIPLES

- In accordance with Executive Order 14.02 and RCW 70.94.521-551 (Commute Trip Reduction Act), OFM will actively support mobile working, including teleworking employees.
- Mobile work must maintain or enhance productivity and customer service.
- Mobile work is not an employee entitlement or right.
- Mobile work is a cooperative understanding between the supervisor and employee. As such, both the supervisor and the mobile worker are responsible for ensuring all issues related to mobile work are managed. These include, but are not limited to:
 - team dynamics
 - customer service
 - availability to clients and coworkers
 - safeguarding of private, sensitive, confidential information and public records
 - performance and accountability
 - public perception.
- Employee salaries, benefits, worker's compensation, and other employee insurance coverage do not change for an employee who conducts mobile work. No additional compensation, travel or other benefits will be provided.
- Mobile work may be used as a recruitment and/or retention strategy when a desirable candidate or incumbent lives or moves outside a reasonable commuting distance to OFM offices.
- Mobile work requests from employees in temporary, probationary, trial service or in-training appointments will be reviewed for the potential impact on the employee's learning and development. Generally, employees in those types of appointments are successful when they are in a learning environment where close supervision is available and resources are easily accessible.
- Mobile work is not a substitute for child/elder care. Mobile workers must manage those responsibilities in a way that does not disrupt the operations of the agency, including the possibility of having to report to their official work location unexpectedly.
- Mobile workers must not conduct in-person meetings at home office worksites. In-person meetings with customers, clients, members of the public, or coworkers must be conducted at appropriate, customary business locations.
- Employees are liable for injuries to third parties and/or members of the employee's family when working from a home office worksite.
- Mobile workers must maintain a regular work schedule, both while mobile working and when working at their official work location.
- Regular teleworking arrangements must be formally documented between the supervisor and employee and must begin with a trial period, after which the supervisor and employee

will evaluate the telework arrangement to determine if the arrangement is meeting performance and customer satisfaction expectations and should continue.

- A supervisor may also document other mobile work arrangements, but due to the intermittent nature of many mobile work arrangements, this is not an OFM requirement.
- Whether documented or not, all mobile work arrangements should be reviewed regularly by the supervisor and employee to ensure these principles are met.
- Mobile work arrangements are not generally intended for employees who do not reside in Washington State. Out-of-state mobile work arrangements may be considered on a case-by-case basis. Because such arrangements carry tax implications, labor/employment law issues and public perception issues, consultation with Employee Services and approving authorities is required before any arrangement is agreed to.
- All employees wishing to mobile work will have demonstrated an ability to work independently in a productive manner.
- Office space made available due to mobile work will be shared whenever possible to optimize facility costs.

POLICY

A. Consideration of Mobile Work

Determining an employee's eligibility to mobile work requires an assessment of the employee's work history, the employee's knowledge of his or her assigned duties, and the employee's ability to successfully perform under limited supervision. Supervisors considering mobile work requests/arrangements must consider any prior performance counseling, discipline or violation of employee conduct policy. Positions requiring on-site performance of duties (e.g., reception or customer service) or positions requiring the handling of classified, sensitive materials (e.g., public records coordination) may not be candidates for mobile work. Additionally, employees new to the organization or their position or who are under a performance improvement plan may not be eligible for mobile work.

B. Working Conditions

1. Mobile workers are responsible for ensuring the work environment is safe and free from hazards, regardless of the mobile work location.
2. A home office should meet the same health and safety standards as those in the official worksite, including ergonomic considerations. Mobile workers should consult with agency ergonomic experts to ensure their home office space is a suitable worksite.
3. Whether at the mobile worker's home or in another facility, the mobile work worksites are subject to OFM and/or Labor and Industries (L&I) inspection to ensure safe working conditions and protection of state resources.
4. To ensure overtime eligible employees are compensated in accordance with laws, regulations and OFM Policy 2.08 (Overtime, Exchange Time and Compensation), supervisors who approve mobile work for overtime eligible employees shall ensure the mobile worker is compensated for all work performed, including time spent on incidental activities, such as reading and sending emails and/or checking voice messages.
5. Unless other arrangements are made, mobile workers will attend agency meetings and all assigned office meetings.
6. A teleworker is responsible for travel costs between the official worksite and their telework worksite.

7. Mobile workers shall comply with all applicable laws, rules and policies associated with employment at OFM, as well as comply with any applicable telework arrangement provisions.
8. Mobile workers shall manage dependent care and personal responsibilities in a manner that does not interfere with job responsibilities. A plan should be in place to manage potential interruptions. Flex time or leave may need to be used if productivity levels are impacted by interruptions.
9. Agency expenditures not specifically covered by a mobile work arrangement must be pre-approved by the employee's supervisor and approving authority.

C. Equipment

1. Employees may, with supervisor approval, use their personal equipment (i.e., personal computer, fax machines, copier, phone, etc.) at a mobile worksite. Maintenance of personal equipment shall remain the responsibility of the employee. If an employee uses his or her personal equipment to perform work, the work on the personal equipment is subject to public disclosure or litigation discovery requests. To comply with public disclosure and discovery laws, the employee may be required to surrender his or her personal equipment (e.g., personal computer or cell phone) for a records search.
2. Mobile work arrangements will not typically result in the duplication of office equipment. If a home office requires other state-owned equipment, the supervisor and employee will consult with the appropriate personnel at WA Tech to determine options and costs and will provide detailed justification for approval by their Assistant Director and the OFM Chief Financial Officer (CFO), in accordance with OFM IT Policy 1.08 (Acquisition, Disposal, and Licensing of Information Technology). Such equipment remains the property of OFM.
3. OFM will not normally pay for additional telephone lines or other connectivity as part of mobile work.
4. In accordance with OFM IT Policy 3.05 (Information Technology Security) and 3.XX (Electronic Data Security), mobile workers shall take precautions to ensure the safety and protection of state equipment, data and information. This includes using a surge protector with any OFM-owned equipment, using effective passwords and other security measures, not leaving equipment in plain view in their car, etc.
5. In accordance with OFM Policy 1.09 (Records Management) and OFM Policy 1.12 (Preservation of Documents Related to Litigation), mobile workers shall ensure that records and information are maintained in a secure and confidential manner that allows for proper retention, as well as preservation related to any litigation.
6. Mobile workers shall take precautions necessary to secure proprietary and confidential information and prevent unauthorized access to any OFM systems or paper files.

D. Criteria, Approval and Documenting a Telework Arrangement

Teleworking requests will be considered for an employee in relation to the objectives of Executive Order 16-07 and this policy as long as the following minimum criteria are met:

1. The employee and supervisor have read and understand the provisions of this policy as well as the following:
 - Telework How-To Guide
 - Ethics Policy 2.01
 - Disclosure of Public Records Policy 1.04
 - Records Management Policy 1.09

- Preservation of Documents Related to Litigation Policy 1.12
- Acceptable Use – Networks and Computer Systems Policy 3.02
- IT Security Policy 3.05
- Electronic Data Security Policy 3.XX
- Wireless Devices Policy 1.11
- Overtime, Exchange Time and Compensation Policy 2.08
- OFM CTR program provisions.

2. Job duties and responsibilities can be completed at the telework worksite.
3. Specific duties and verifiable outcomes for the work performed at the alternative worksite are identified and agreed to by the employee and supervisor.
4. The employee's absence from the official worksite will not be detrimental to his or her work group's productivity, the needs of customers, or working conditions of other employees.
5. The employee has an ability to work independently and without close supervision.
6. A plan is in place to monitor the telework arrangement to measure productivity, costs, and/or agency benefit.
7. Initial agreements are approved on a trial basis. A trial period provides the supervisor and employee the opportunity to test how the telework agreement is working, make necessary adjustments, and determine whether to continue the arrangement.
8. Approved telework arrangements will be documented in the form of an email or other suitable manner.

E. Review and Reporting

The employee and supervisor shall review mobile work arrangements on a regular basis.

Supervisors and employees with formal telework arrangements will be required to periodically provide information regarding telework arrangements, which may include taking the state's CTR survey, to OFM Employee Services, DES, State HR and/or the Governor's Office.

F. Termination of Mobile Work

The supervisor or employee may terminate mobile work arrangements with reasonable notice (7 to 14 calendar days). Mobile work arrangements can be terminated at any time with the concurrence of the parties.

RELEVANT LAW AND OTHER RESOURCES

[Executive 16-07](#)

[Commute Trip Reduction Act, RCW 70.94.521-551](#)

[Disclosure of Public Records \(1.04\)](#)

[Records Management \(1.09\)](#)

[Preservation of Documents Related to Litigation \(1.12\)](#)

[Ethics \(2.01\)](#)

[Acceptable Use – Networks and Computer Systems \(3.02\)](#)

[Information Technology Security \(3.05\)](#)

[Remote Access \(3.06\)](#)

[Electronic Data Security \(3.XX\)](#)

[Acquisition, Disposal, and Licensing of Information Technology \(1.08\)](#)

[Overtime, Exchange Time and Compensation \(2.08\)](#)

[OFM Commute Trip Reduction Program](#)

Approved by: _____
David Schumacher, Director

_____ Date

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