



# Department of Defense INSTRUCTION

NUMBER 1035.01  
October 21, 2010

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USD(P&R)

SUBJECT: Telework Policy

References: See Enclosure 1

1. PURPOSE. This Instruction:

a. Reissues DoD Instruction 1035.01 (Reference (a)) in accordance with the authority in DoD Directive 5124.02 (Reference (b)) and incorporates and cancels Under Secretary of Defense for Personnel and Readiness (USD(P&R)) Memorandum (Reference (c)).

b. Establishes policy, assigns responsibilities, and prescribes procedures for implementing DoD telework programs.

c. Implements the provisions of section 359 of Public Law 106-346 (Reference (d)) and sections 101 and 206 of title 37, United States Code (Reference (e)).

2. APPLICABILITY. This Instruction applies to:

a. OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the Department of Defense (hereafter referred to collectively as the "DoD Components").

b. Employees (as defined in the Glossary) and Service members where indicated in the Instruction and at the discretion of the Heads of DoD Components.

3. DEFINITIONS. See Glossary.

4. POLICY. It is DoD policy that telework shall be:

- a. Actively promoted and implemented throughout the Department of Defense in support of the DoD commitment to workforce efficiency, emergency preparedness, and quality of life. Telework is not an entitlement, but its use can serve as an effective recruitment and retention strategy; enhance DoD efforts to employ and accommodate people with disabilities; and create cost savings by decreasing the need for office space and parking facilities, and by reducing transportation costs, including costs associated with payment of transit subsidies.
- b. Authorized for the maximum number of positions to the extent that mission readiness is not jeopardized.
- c. Accomplished on a regular and recurring or an ad hoc basis at an approved alternate worksite.
- d. Periodically exercised to ensure its effectiveness in continuing operations in the event of a crisis or national emergency (e.g., pandemic influenza).
- e. Used to help create employment and return-to-work opportunities for veterans, people with disabilities, and spouses of Service members and employees being relocated.

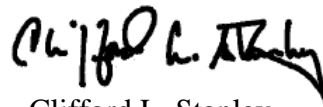
5. RESPONSIBILITIES. See Enclosure 2.

6. PROCEDURES. See Enclosure 3.

7. INFORMATION REQUIREMENTS. The information requirement at paragraph 7.e. of Enclosure 2 has been assigned RCS DD-P&R(A)2433 in accordance with DoD 8910.1-M (Reference (f)).

8. RELEASABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Internet from the DoD Issuances Website at <http://www.dtic.mil/whs/directives>.

9. EFFECTIVE DATE. This Instruction is effective upon its publication to the DoD Issuances Website.



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Enclosures

1. References
  2. Responsibilities
  3. Procedures
- Glossary

TABLE OF CONTENTS

ENCLOSURE 1: REFERENCES.....5

ENCLOSURE 2: RESPONSIBILITIES.....6

    USD(P&R).....6

    DEPUTY UNDER SECRETARY OF DEFENSE FOR CIVILIAN PERSONNEL  
    POLICY (DUSD(CPP)).....6

    DEPUTY UNDER SECRETARY OF DEFENSE FOR MILITARY PERSONNEL  
    POLICY (DUSD(MPP)) .....6

    ASSISTANT SECRETARY OF DEFENSE FOR RESERVE AFFAIRS (ASD(RA)) .....6

    ASD(NII)/DoD CIO.....6

    DIRECTOR, CIVILIAN PERSONNEL MANAGEMENT SERVICE (CPMS) .....7

    HEADS OF THE DoD COMPONENTS .....7

ENCLOSURE 3: PROCEDURES.....8

    TELEWORK APPLICABILITY .....8

    TELEWORK ELIGIBILITY .....8

    TELEWORK REQUIREMENTS.....10

        Telework Agreements.....10

        Official Worksite .....11

        Security Considerations .....12

        Equipment and Office Supplies .....12

        GSA Telework Centers (National Capital Region) .....13

        Emergency Situations .....14

        Work Schedules and Compensation .....15

        Time and Attendance .....15

        Telework Training .....15

        Telework and Travel.....16

        Performance Management .....16

        Telework Denial and Termination.....16

GLOSSARY .....18

    DEFINITIONS.....18

ENCLOSURE 1

REFERENCES

- (a) DoD Instruction 1035.01, "Telework Policy," April 3, 2007 (hereby cancelled)
- (b) DoD Directive 5124.02, "Under Secretary of Defense for Personnel and Readiness (USD(P&R)), June 23, 2008
- (c) Under Secretary of Defense for Personnel and Readiness Memorandum, "Department of Defense (DoD) Telework Policy and Guide," October 22, 2001 (hereby cancelled)
- (d) Section 359 of Public Law 106-346, "Department of Transportation and Related Agencies Appropriations Act 2001," October 23, 2000
- (e) Sections 101 and 206 of title 37, United States Code
- (f) DoD 8910.1-M, "Department of Defense Procedures for Management of Information Requirements," June 30, 1998
- (g) DoD Directive 8000.01, "Management of the Department of Defense Information Enterprise," February 10, 2009
- (h) DoD Directive 8100.02, "Use of Commercial Wireless Devices, Services, and Technologies in the Department of Defense (DoD) Global Information Grid (GIG)," April 14, 2004
- (i) DoD Directive 8500.01E, "Information Assurance (IA)," October 24, 2002
- (j) DoD Directive 5400.11, "DoD Privacy Program," May 8, 2007
- (k) Sections 791 and 794a of title 29, United States Code (also known as "The Rehabilitation Act of 1973, as amended")
- (l) Sections 531.605, 550.409, 550.112(g), and 551.422 of title 5, Code of Federal Regulations
- (m) DoD 5400.7-R, "DoD Freedom of Information Act Program," September 4, 1998
- (n) Section 423 of title 41, United States Code (also known as Section 27 of the Office of Federal Procurement Policy Act, as amended)
- (o) Federal Acquisition Regulation, March 2005
- (p) Defense Federal Acquisition Regulation Supplement, 1998 Edition
- (q) Section 620 of Public Law 104-52, "Treasury, Postal Service, and General Government Appropriations Act 1996," November 19, 1995
- (r) Sections 1346(b), 1402(b), 2401(b), and 2761-1680 of title 28, United States Code (also known as "The Federal Tort Claims Act")
- (s) Section 3721 of title 37, United States Code (also known as "The Military Personnel and Civilian Employees Claims Act")
- (t) Chapter 81 of title 5, United States Code (also known as "The Federal Employment Compensation Act")
- (u) Chapter 18 of title 33, United States Code (also known as "The Longshore and Harbor Workers' Compensation Act")
- (v) Section 630 of Public Law 105-277, Omnibus Appropriations Act, October 21, 1998
- (w) DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management," August 15, 2004

ENCLOSURE 2

RESPONSIBILITIES

1. USD(P&R). The USD(P&R) shall oversee the development and implementation of a telework policy for the Department of Defense.
  
2. DEPUTY UNDER SECRETARY OF DEFENSE FOR CIVILIAN PERSONNEL POLICY (DUSD(CPP)). The DUSD(CPP), under the authority, direction, and control of the USD(P&R), shall:
  - a. Develop DoD telework policy, guidelines, procedures, and processes.
  - b. Designate a DoD Telework Managing Officer to monitor and assess telework implementation for compliance with this Instruction and evaluate program effectiveness.
  - c. Develop telework marketing materials.
  - d. Coordinate telework information technology requirements with the Assistant Secretary of Defense for Networks and Information Integration/DoD Chief Information Officer (ASD(NII)/DoD CIO).
  
3. DEPUTY UNDER SECRETARY OF DEFENSE FOR MILITARY PERSONNEL POLICY (DUSD(MPP)). The DUSD(MPP), under the authority, direction, and control of the USD(P&R), shall assist the DUSD(CPP) with developing telework policies pertaining to military personnel.
  
4. ASSISTANT SECRETARY OF DEFENSE FOR RESERVE AFFAIRS (ASD(RA)). The ASD(RA), under the authority, direction, and control of the USD(P&R), shall assist the DUSD(CPP) with developing telework policy pertaining to the Reserve Components.
  
5. ASD(NII)/DoD CIO. The ASD(NII)/DoD CIO shall:
  - a. Develop strategies and provide guidance for enterprise information technology capabilities required to support telework.
  - b. Oversee the evaluation of new and emerging technologies that facilitate telework and approve them for DoD-wide use, as appropriate.
  - c. Establish criteria and guidelines for using both Government furnished equipment (GFE) and non-GFE, including personally-owned equipment, to access DoD information systems and networks to perform telework.

6. DIRECTOR, CIVILIAN PERSONNEL MANAGEMENT SERVICE (CPMS). The Director, CPMS, under the authority, direction, and control of the USD(P&R), through the Director, Human Resources Activity, shall:

a. Prepare consolidated reports on DoD-wide employee telework participation rates.

b. Maintain the central fund for appropriated fund civilian employee participation at General Services Administration (GSA) Telework Centers.

7. HEADS OF THE DoD COMPONENTS. The Heads of the DoD Components shall:

a. Develop, implement, and operate telework programs in accordance with law, this Instruction, and other applicable DoD policies.

b. Delegate authority for telework implementation to subordinate authorities as deemed appropriate.

c. Designate a Component Telework Coordinator or Manager to oversee implementation of the telework program.

d. Actively promote telework within their respective Components, consistent with accomplishing their respective assigned missions, and make every effort to overcome artificial barriers to program implementation through education and training for leadership and supervisors on telework benefits and performance in a telework environment and the value of integrating telework into continuity of operations (COOP) activities.

e. Track employee participation and provide usage data to CPMS at the end of each calendar year for submission to the Office of Personnel Management (OPM) Annual Telework Report.

f. Require employees or Service members to be fully trained on telework procedures including information technology and data security, and safety requirements consistent with the guidance in DoD Directives 8000.01, 8100.02, 8500.01E, and 5400.11 (References (g) through (j)).

g. Require employees who telework on a regular and recurring basis to complete DD Form 2946, "Department of Defense Telework Agreement," available on the DoD Forms Management Program Website at <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.

h. Monitor and assess Component telework implementation to ensure compliance with this Instruction, Component specific guidance, and collective bargaining agreements, as applicable.

ENCLOSURE 3

PROCEDURES

1. TELEWORK APPLICABILITY. Telework is an effective strategy for mission accomplishment, ensuring COOP in a crisis, and recruiting and retaining valued talent. Telework also benefits the environment by reducing traffic congestion and decreasing energy consumption and pollution. Telework can be used:

- a. On a regular and recurring basis.
- b. On a situational, non-routine, or ad hoc basis:

- (1) To perform large projects or tasks that require concentration and uninterrupted blocks of time for successful completion.

- (2) For supervisor or commander directed Web-based distance and continuous learning, including educational requirements required by law or regulation. Training requested by an employee or Service member is subject to the supervisor's or commander's approval, as applicable, and must conform to the provisions of applicable regulations.

- (3) When the traditional worksite is closed during adverse or inclement weather conditions (e.g., snow emergencies, floods, hurricanes).

- c. As a regular, situational, or ad hoc arrangement for employees or Service members with impairments, as appropriate. The DoD Computer/Electronic Accommodations Program may provide services and accommodations (e.g., assistive devices and technology) for employees or Service members with impairments teleworking under an approved telework arrangement. In the case of covered employees, telework arrangements may be a form of reasonable accommodation pursuant to sections 791 and 794a of title 29, United States Code (U.S.C.) (also known as "The Rehabilitation Act of 1973, as amended") (Reference (k)). The Rehabilitation Act of 1973, as amended, does not apply to military personnel.

- d. Periodically (as practice) to prepare for COOP and an efficient transition to telework in the event of an emergency situation.

2. TELEWORK ELIGIBILITY

- a. To the extent that mission requirements are not jeopardized, the Department of Defense shall permit employees to telework who exhibit suitable work performance and occupy eligible positions (i.e., those positions that involve portable work and are not dependent on the employee's presence at the traditional worksite) to the maximum extent possible.



b. Service member eligibility is discretionary and determined by the relevant commander, consistent with this Instruction and component specific guidance.

c. Telework eligibility criteria should be applied impartially and consistently.

d. Supervisors or commanders should allow maximum flexibility for employees or Service members to telework to the extent that mission readiness or accomplishment is not compromised. Regular, routine use of telework programs will allow supervisors, employees, and Service members to identify and resolve technology, equipment, communications, workflow, and associated issues that could impact the efficiency of mission accomplishment and inhibit the transparency of remote work.

e. Telework is a discretionary workplace flexibility. Although use of telework is encouraged, employees cannot be ordered to telework, unless the employee's duties are designated as mission-critical or the employee's telework agreement addresses this requirement. Telework is not an entitlement and not all employees are eligible to telework. Although there may be circumstances when employees in these positions may be considered for telework on a situational basis, employees in the following types of positions are typically not eligible for telework:

(1) Employees in positions that require, on a daily basis, direct handling of classified materials. Classified work at an approved alternate secure location may be allowed contingent on individual DoD Component requirements regarding such work, when situations warrant.

(2) Employees in positions that require, on a daily basis, an on-site activity or face-to-face personal contacts that cannot be handled remotely or at an alternate workplace (e.g., hands-on contact with machinery, equipment, or vehicles; direct patient care).

(3) Employees whose performance or conduct warrants more close supervisory direction than telework may provide, whose rating of record is below fully successful (or its equivalent), whose conduct has resulted in disciplinary action within the past 12 months, or who have unresolved security issues.

(4) Employees recently assigned or newly appointed to trainee or entry level positions.

(5) The length of time for which the employee is deemed ineligible for telework is at the Component's discretion and should be based upon criteria identified and addressed in the Component's telework guidance (e.g., the employee's performance within the first 6 months in the position or at mid-term review is at an acceptable level).

f. Employees in positions determined not normally suitable for telework as cited in subparagraphs 2.e.(1) through (4) of this enclosure may become eligible if their functions are designated as mission-critical.

g. DoD Components are encouraged to review all positions for determining telework eligibility based on the criteria at subparagraphs 2.e.(1) through (4) of this enclosure.

### 3. TELEWORK REQUIREMENTS

#### a. Telework Agreements

(1) All employees who telework on a regular and recurring basis must complete a DD Form 2946. The DD Form 2946 shall be signed and dated by the employee and supervisor and maintained by the employee's supervisor. Components are strongly encouraged to require DD Form 2946s for those employees who telework on a situational basis. Components are further encouraged to include a DD Form 2946 in the new employee on-boarding packages for those employees occupying telework eligible positions to ensure that they are aware of their telework responsibilities, should telework be offered or requested. Information on telework responsibilities should be posted throughout the workplace and included in periodic training events.

(2) Employees with mission-critical duties and those who may be required to telework in the case of a COOP event, office closure due to adverse or inclement weather, or pandemic health crisis must have a DD Form 2946 in place.

(3) Completed DD Form 2946s should address the logistics of alternate workplace arrangements such as the employee's work schedule, security requirements for DoD information, safety requirements for the alternate workplace, supplies and equipment issued, protection of GFE, the supervisor's expectations of a teleworker's performance, and the employee's emergency response telework responsibilities. All telework agreements, regardless of the employee's emergency response status, should address:

(a) The employee's telework location (e.g., the employee's home or other approved alternate workplace such as a telework center, when appropriate).

(b) Whether the employee will telework when the traditional worksite is closed (e.g., emergency dismissal due to adverse weather conditions such as snow emergencies, floods, hurricanes, or any other type of emergency situation).

(c) Instructions on whether sensitive unclassified or competition sensitive source selection data is authorized for use at the telework location. If so, the DD Form 2946 shall include a description of the proper encryption, storage, safeguarding, and return of such information and data.

(4) If the employee's home is the telework location, it is the responsibility of the employee to make certain that a safe work environment is maintained while teleworking. Employees should designate one section of the home as the telework work station for purposes of the telework agreement and complete and sign a self-certification safety checklist as part of the initial submittal of the DD Form 2946 prior to beginning the telework arrangement.

(5) Telework agreements shall be reviewed by the supervisor and teleworker, re-validated at least every 2 years, and revised when appropriate. A new DD Form 2946 should be completed when a new relationship is established between the employee and their supervisor.

(6) Teleworkers may be required to return to the traditional worksite on scheduled telework days based on operational requirements. A recall to the office for operational reasons is not a termination of the telework agreement. Requests by teleworkers to change their scheduled telework day(s) in a particular week or biweekly pay period should be accommodated by the supervisor where practicable, consistent with mission requirements. A permanent change of the telework agreement must be reflected by approval of a new DD Form 2946.

b. Official Worksite. Designation of the official worksite shall be established for an employee on an approved regular telework schedule on a case-by-case basis consistent with the guidance set forth in section 531.605 of title 5, Code of Federal Regulations (Reference (1)). The official worksite for an employee covered by a telework agreement is the location of the traditional worksite for the employee's position (i.e., the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to the traditional worksite.

(1) When an employee's worksite is changed from the official worksite to the telework location in a permanent arrangement, a Standard Form 50, "Notification of Personnel Action," must be completed by the servicing human resources office. Supervisors and employees should be aware of the implications of this arrangement.

(a) Employees are compensated based on the location of their official worksite (i.e., when the telework location is the employee's official worksite, locality pay would be based on the location of the telework site, not the traditional worksite).

(b) Employees are entitled to reimbursement for official business travel to the traditional worksite when the employee teleworks full-time from a location outside of the local commuting area, and his or her alternate worksite has been determined as his or her official duty station.

(2) Reassignment of the employee from the official worksite to the telework site may also have implications for a reduction in force (e.g., the telework site may be a different competitive area than the traditional worksite).

(3) The local commander or senior manager may make an exception to reassignment of the official worksite to the telework site in certain temporary situations, such as when an employee is recovering from an injury or medical condition or the employee is affected by an emergency situation (e.g., pandemic influenza) that prevents the employee from commuting to the traditional worksite.

c. Security Considerations. Employees or Service members are responsible for safeguarding all DoD information, protecting GFE and Government property, and performing assigned duties while teleworking in support of Component mission requirements.

(1) Employees or Service members in telework arrangements shall not take classified documents (hard copy or electronic) to their homes or alternate worksites. If classified telework is authorized at an approved alternate secure location, teleworkers shall comply with the procedures established by the DoD Component regarding such work.

(2) Employees or Service members must protect sensitive unclassified data, including Privacy Act or For Official Use Only data, consistent with the guidance set forth in DoD 5400.7-R (Reference (m)) and DoD Component policy.

(3) Employees or Service members must protect competition sensitive, source selection information, or contractor proprietary data restricted by section 423 of title 41, U.S.C. (also known as Section 27 of the Office of Federal Procurement Policy Act, as amended) (Reference (n)) or data otherwise restricted by the Federal Acquisition Regulation (Reference (o)) or the Defense Federal Acquisition Regulation Supplement (Reference (p)) or other acquisition policies.

(4) Employees or Service members must comply with criteria and guidelines established by the ASD(NII)/DoD CIO and their respective Components for using both GFE and non-GFE and for access to DoD information systems and networks to perform telework.

(5) Employees or Service members who telework from home must comply with criteria and guidelines established by their respective Components for keeping Government property and information safe and secure. Restrictions may apply to employees or Service members located outside of the continental United States (OCONUS) as determined by DoD Component criteria and guidelines.

d. Equipment and Office Supplies. Components should provide the necessary equipment and office supplies (e.g. paper, toner, and printer ink) for use with GFE for employees and Service members who telework on a regular and recurring basis, within budgetary constraints, based on the nature and type of work performed. Equipment and supplies may be furnished for employees and Service members who telework on a situational or ad hoc basis when practicable. Employees must comply with equipment usage requirements set forth in the telework agreement.

(1) GFE should be approved for employees or Service members who telework on a regular and recurring basis and for situational teleworkers, when practicable. The local Component commander or supervisor should determine the propriety of furnishing and installing GFE and software. The Component will be responsible for the service and maintenance of GFE.

(2) DoD remote access software may be installed onto Government-furnished and personally-owned computers to enable access to unclassified DoD systems and networks consistent with criteria and guidelines established by the ASD(NII)/DoD CIO and the employee's or Service member's respective DoD Component requirements.

(3) GFE shall be used for official use and authorized purposes only. Family members and friends of employees or Service members are not authorized to use GFE and materials. GFE must be returned to the Component at the conclusion of teleworking arrangements or at the Component's request.

(4) Use of personally-owned computers to access unclassified DoD systems or networks remotely must comply with the criteria and guidelines for using personal equipment established by the ASD(NII)/DoD CIO and the employee's or Service member's respective DoD Component requirements.

(5) The employee or Service member is responsible for the installation, repair, and maintenance of all personally-owned equipment and other incremental costs associated with the residential workplace. Operating costs associated with the teleworker using their personal residence as the alternate worksite including home maintenance, insurance, or utilities (e.g., heat, electricity) will not be assumed by the Department of Defense.

(6) Components may use appropriated funds to install telephone lines, broadband, or other necessary telecommunications equipment in a private residence for employees that telework on a regular and recurring basis, when the purpose is for official Government business consistent with the guidance set forth in section 620 of Public Law 104-52 (Reference (q)). Components may also issue a calling card, provide a cell phone, or reimburse for long-distance (domestic and international) telephone expenses if incurred as a result of official business.

(7) The Department of Defense is not liable for damages to the employee's or Service member's personal or real property while the employee or Service member is working at home, except to the extent the Government is liable under sections 1346(b), 1402(b), 2401(b), and 2761-1680 of title 28, U.S.C. (also known as "The Federal Tort Claims Act") (Reference (r)) or section 3721 of title 37, U.S.C. (also known as "The Military Personnel and Civilian Employees Claims Act") (Reference (s)).

(8) Employees are covered by Chapter 81 of title 5, U.S.C. (also known as "The Federal Employment Compensation Act" (Reference (t))) when injured or suffering from work-related illnesses while conducting official Government business at the telework location. The Department of Defense's potential exposure to liability is restricted to the designated official alternate worksite. Employees paid from nonappropriated funds are covered under Chapter 18 of title 33, U.S.C. (also known as "The Longshore and Harbor Workers' Compensation Act") (Reference (u)). Employees should notify their supervisors if injured while teleworking.

e. GSA Telework Centers (National Capital Region)

(1) The Department of Defense provides a central fund for the expenses associated with use of the GSA Telework Centers in the Metropolitan Washington, D.C., region by DoD Component appropriated fund civilian employees consistent with the guidance set forth in section 630 of Public Law 105-277 (Reference (v)). CPMS manages the central fund for costs (within allotted funds) associated with renting space, including equipment and utilities, at telework centers. Components may provide employees with a cell phone or calling card to cover

long distance telephone charges while working at a telework center. Information about the GSA Telework Centers and the registration process can be found at:  
[http://www.telework.gov/tools\\_and\\_resources/telework\\_centers/index.aspx](http://www.telework.gov/tools_and_resources/telework_centers/index.aspx).

(2) Security requirements prescribed in this Instruction apply to all employees who telework, including those who telework from GSA Telework Centers.

f. Emergency Situations

(1) Employees or Service members who perform mission-critical duties may be required to work from home or an alternate workplace such as a telework center during an emergency situation. Components are strongly encouraged to have these employees complete a DD Form 2946. The telework agreement should address the telework location and work expectations. To the extent practicable, supervisors will include a description of emergency duties with the telework agreement if emergency duties are different from the employee's normal duties. Telework agreements are not required for Service members. In the event of a pandemic health crisis, employees with COOP responsibilities or Service members may be asked to telework to prevent the spread of germs. These employees or Service members should telework on a regular basis to ensure their proficiency and telework's effectiveness in continuing operations. Employees or Service members in positions not typically eligible for telework should telework on a situational basis when feasible. Employees who may be required to telework in the event of a pandemic should have a signed DD Form 2946 in place.

(2) Employees approved for regular and situational telework who are not able to report to their assigned office location due to office closure or dismissal from a natural or man made emergency event (e.g., hurricane, earthquake, wild fire, snow storm, flooding, act of terrorism) shall continue to telework each regularly scheduled work day during the emergency situation. Designated employees who are unable to work due to injury or illness or dependent care responsibilities will request leave appropriate for those circumstances. If circumstances permitting excused absence for other non-teleworking employees also prevent the teleworker from working at the telework location (e.g., loss of electrical power; evacuation by local authorities; or the employee cannot access materials necessary to continue work during the emergency), the employee shall attempt to contact a supervisor to be excused from duty. Supervisors may administratively excuse the designated teleworker from teleworking on a case-by-case basis. If the teleworker is unable to communicate with their supervisor to be excused from duty and cannot maintain their remote working status, the teleworker should follow the Component's emergency guidance, orders, and procedures (e.g., outlined in COOP and other applicable emergency management plans). Any requirement that a teleworker continue to work if the Component closes or dismisses employees early should be included in the employee's DD Form 2946.

(3) When an employee's residence or other approved alternate workplace has been designated as a safe haven during an emergency, such as a pandemic health crisis evacuation, the supervisor may assign any work necessary, as long as the employee has the skills to perform the assigned work, without regard to the employee's grade or pay band level. In cases where a safe

haven is designated, a DD Form 2946 does not need to be in place consistent with the guidance in section 550.409 of Reference (1).

(4) Employees or Service members designated as mission-critical should telework on a regular basis to ensure their proficiency and telework's effectiveness in continuing operations in the event of an emergency or pandemic. Mission-critical employees in positions not typically eligible for telework should telework on a situational basis, when feasible. Such employees should have a signed DD Form 2946 in place.

g. Work Schedules and Compensation

(1) Employees who telework must be at their alternate worksite during their scheduled tours of duty.

(2) Employees may not use telework as a substitute for dependent care, e.g., child or elder care.

(3) Employees who telework may also have alternate work schedules at the discretion of the supervisor.

(4) Employees may work part of the day at their approved alternate worksite and part of the day at the traditional worksite to accommodate work schedules and personal commitments (e.g., to attend a training course or a medical appointment located near the employee's alternate worksite prior to reporting to the traditional worksite).

(5) Premium pay provisions that apply to work at the traditional worksite also apply to employees who telework. Employees may work overtime only when specifically ordered and approved in advance by the supervisor. Instances in which employees perform overtime work without prior supervisory approval may be cause for administrative or disciplinary action.

h. Time and Attendance. Time spent in a telework status must be accounted for and reported in the same manner as if the employee reported for work at the traditional worksite.

(1) Supervisors should establish appropriate procedures for documenting hours of work and approved leave for teleworkers to ensure telework hours are appropriately coded as regular and recurring, situational, or medical.

(2) Employees must record dates of telework accomplished so Component telework usage can be tracked.

i. Telework Training. To the extent practicable, employees participating in telework should take telework training prior to teleworking. Supervisors should also take part in telework training. Comprehensive OPM telework training courses for supervisors and employees are available at the joint OPM/GSA telework website, [http://www.telework.gov/tools\\_and\\_resources/training/index.aspx](http://www.telework.gov/tools_and_resources/training/index.aspx). DoD Component Telework Coordinators or their designees may provide training and consultation on telework matters to

employees, supervisors, and leaders. Employees, supervisors, and leaders shall be permitted to participate in telework training during the work day. All employees and Service members who telework shall be trained on accessing the unclassified DoD information technology network remotely consistent with the guidance in References (g) and (h) and in the guidance set forth in DoD Directive 8570.01 (Reference (w)).

j. Telework and Travel. The provisions in the guidance set forth in sections 550.112 and 551.422 of Reference (l) concerning time spent in a travel status are applicable to employees who are directed to travel away from the alternate worksite during a period that is scheduled for telework.

k. Performance Management

(1) Performance standards for employees that telework should be the same as performance standards for on-site employees.

(2) As with any supervisory relationship, work assignments to be performed or training to be accomplished while on telework should be agreed to, and understood, in advance of the telework event.

(3) Supervisor expectations of an employees' performance should be clearly addressed in the DD Form 2946. As with on-site personnel, employees shall be held accountable for the results they produce while teleworking.

(4) Supervisors shall communicate expectations of telework arrangements, including work assignments, office coverage, and staff communication to teleworking and non-teleworking employees in the workgroup.

(a) Supervisors shall put procedures in place to maintain communication across members of a workgroup.

(b) Supervisors are responsible for the effective functioning of the workgroup. However, employees are responsible for their availability and information sharing with the workgroup, and for ensuring the success of the telework arrangement.

l. Telework Denial and Termination. A telework request may be denied by the supervisor. A telework agreement may be terminated at the discretion of the supervisor or at the employee's request.

(1) When an employee's request to telework is denied or an agreement is terminated by the supervisor, the reasons for denial or termination should be documented in writing and given to the employee. Denial or termination of telework agreements should be based on business reasons (e.g., the telework agreement fails to meet the organization's needs or the employee's performance does not meet the prescribed standard).



(2) Employees may dispute the denial of telework, the reasons given for a denial, and the termination of an existing telework agreement through Component administrative or negotiated grievance procedures.

## GLOSSARY

### DEFINITIONS

These terms and their definitions are for the purpose of this Instruction.

alternate worksite. A place away from the traditional worksite that has been approved for the performance of assigned official duties. It may be an employee's or Service member's home, a telework center, or other approved worksite.

COOP planning. An effort to ensure that the capability exists to continue agency essential functions across a wide range of natural disasters or local or national declared emergencies.

eligibility. Characteristics of the job position and the employee that identify suitability for teleworking as determined by the supervisor or other appropriate management official in the employee's chain of command.

emergency response telework. Telework performed in an employee's or Service member's home or alternate workplace during a crisis situation or emergency by those employees or Service members who perform duties in support of mission requirements during crisis situations or contingencies.

employee. A DoD civilian employee paid from appropriated or nonappropriated funds.

mission-critical duties. Job position functions that are identified as critical to performance of the mission.

official worksite. Approved location where the employee regularly performs his or her duties.

on-boarding. Process that takes place when an employee enters a new position. The on-boarding process involves integrating and acculturating new employees into the organization and providing them with the tools, resources, and knowledge to become engaged, successful, and productive early in the employment cycle.

regular and recurring telework. An approved work schedule where eligible employees work at an alternate workplace on a regular, recurring, and ongoing basis at least twice each biweekly pay period.

safe haven. Agency designated location such as an employee's residence or an alternate location mutually agreeable to the agency and the employee when employees are evacuated from their worksites.

situational telework. Telework that occurs on an occasional non-routine or ad hoc basis. Telework that occurs to complete short-term special assignments or to accommodate special

circumstances is also considered situational even though the telework may occur continuously for a specific period.

supervisor. Civilian management official, commander, or Service member who has responsibility for directing and managing employee work and for approving and denying employee telework agreements.

telework. A voluntary arrangement where an employee or Service member performs assigned official duties at home or other alternate worksites geographically convenient to the employee or Service member on a regular and recurring or a situational basis (not including while on official travel).

telework agreement. A written agreement, completed and signed by an employee and the authorized management official(s) via the DD Form 2946, that outlines the terms and conditions of the telework arrangement.

telework center. A GSA facility or GSA-approved facility that provides a geographically convenient office setting with workstations and other office facilities and services that are used by civilian employees from more than one organization.

telework site. Alternate worksite location where an employee or Service member performs assigned official duties.

traditional worksite. Location where an employee would work absent an alternate workplace arrangement.