



**Headquarters Air Force  
Civilian Force Policy Division  
AF/A1PC  
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## **TELEWORK FACT SHEET**

This fact sheet provides general information for civilian employees, supervisors, and managers concerning the Air Force Telework Program. The fact sheet serves as interim guidance until the Department of Defense (DoD) publishes Instruction Number 1035.01 (currently being revised) and AF/A1PC supplements the DoD Instruction.

### **References:**

- Public Law 111-292, Telework Enhancement Act of 2011
- Public Law 106-346, 23 October 2000
- United States Office of Personnel Management's *Guide to Telework in the Federal Government*, April 2011
- Department of Defense Instruction (DoDI) Number 1035.01, 3 April 2007, Telework Policy (under revision)
- Air Force Policy Directive 36-8, *Employee Benefits and Entitlements and Work/Life Programs*, 10 February 2009

### **GENERAL**

- Air Force leadership actively promotes telework and is committed to workforce efficiency, emergency preparedness, and employee quality of life.
- Air Force telework program applies to all civilian employees, including those subject to applicable collective bargaining agreements.
- Telework is not an employee entitlement and not all employees are eligible to telework.
- Telework may be terminated at the discretion of the supervisor and/or commander.
- Telework may not be used as a substitute for dependent care.
- Telework must not diminish employee performance or organization's mission.
- Telework eligibility criteria should be applied impartially and consistently.
- Telework training and written telework agreements are required.
- Teleworkers and non-teleworkers are treated the same for purposes of appraisal ratings, training, rewarding, reassigning, promoting, reducing in grade, retaining; removing employees; and work requirements or other acts involving managerial discretion.

### **TYPES OF TELEWORK**

- Emergency situation telework. Telework performed in an employee's home or alternative worksite during a crisis situation or emergency event by those employees who perform duties in support of mission requirements during crisis situations or contingencies.
- 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.
- Unscheduled telework. A specific form of situational telework where an employee on an approved telework agreement performs assigned official duties at home or other approved worksite when Government offices are closed because of an emergency event or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety.
- Routine telework. Telework in which telework occurs as part of an ongoing, regular schedule.

### **POSITIONS ELIGIBLE FOR TELEWORK**

- Generally, all civilian positions are eligible for telework.
- Supervisors should consider nature of work to be performed, and assess whether permitting telework would diminish employee performance or the mission.
- Most, if not all, jobs include some duties that are considered to be "portable" in that they generally can be performed at any location.
- Examples of portable work are reading reports; analyzing documents and studies; preparing written letters, memorandums, reports and other correspondence; setting up conference calls, and similar tasks that do not necessarily require that an employee be physically present at the regular worksite.

### **POSITIONS NOT ELIGIBLE FOR TELEWORK**

- Positions that require, on a daily basis, direct handling of secure materials.
- Positions that require, on a daily basis, an on-site activity that cannot be handled remotely or at an alternative workplace (e.g. hands-on contact with machinery, equipment, or vehicles).
- Positions that require, on a daily basis, face-to-face personal contacts (e.g. direct patient care, counseling, teaching).

### **EMPLOYEES NOT TYPICALLY ELIGIBLE TO PARTICIPATE IN TELEWORK**

- Employees whose performance or conduct warrants closer supervision than telework may provide.
- Employees whose last performance rating of record is below fully successful (or its equivalent); once performance is at fully successful, employee may participate in telework with supervisor approval.
- Employees whose conduct resulted in disciplinary action within the past 12 months.
- Employees recently assigned or newly appointed to trainee or entry level positions.

## **TRAINING**

- Office of Personnel Management (OPM) has basic telework training modules (Telework 101) for employees and supervisors at [www.telework.gov](http://www.telework.gov).
- Employees participating in telework must successfully complete the OPM interactive telework training program before entering into a written agreement to telework. Upon completion of training, employee fills in name on certificate and provides to supervisor.
- Supervisors with employees participating in telework must successfully complete the OPM interactive telework training program for managers.
- Telework training certificate is maintained by employee's supervisor.

## **TELEWORK AGREEMENT – DD Form 2946**

- All employees who are authorized to telework shall complete DD Form 2946, DoD Telework Agreement. Form can be located at <http://www.cpms.osd.mil/telework>.
- DD Form 2946 shall be signed and dated by employee and supervisor and maintained by employee's supervisor.
- Telework agreements shall be reviewed at least every 2 years and revised when appropriate.
- A new DD Form 2946 should be completed when a new supervisor is responsible for the employee.

## **OFFICIAL WORKSITE**

- Official worksite for an employee covered by a telework agreement is the location of traditional worksite for employee's position (i.e., place where employee would normally work absent a telework agreement), as long as employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to the traditional worksite.
- When worksite is changed from official worksite to telework location in a permanent arrangement, a Standard Form 50, "Notification of Personnel Action," must be completed by the servicing human resources office.
- Employees are compensated based on location of their official worksite (i.e., when telework location is employee's official worksite, locality pay would be based on location of telework site, not the traditional worksite).

## **WORK SCHEDULES AND COMPENSATION**

- Employees who telework must be at their alternative worksite (or other locations with supervisor's approval) during their scheduled tours of duty.
- Employees may not telework as a substitute for dependent care, e.g., child or elder care.
- Employees who telework may also have alternative work schedules at discretion of supervisor.
- Employees may work part of the day at their approved alternative 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 employee's alternative worksite prior to reporting to traditional worksite).

- Premium pay provisions that apply to work at traditional worksite also apply to employees who telework. Employees may work overtime only when specifically ordered and approved in advance by the supervisor.

### **TIME AND ATTENDANCE**

- Time spent in a telework status must be accounted for and reported in the same manner as if employee reported for work at traditional worksite.
- 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.
- Employees must record dates of telework accomplished so telework usage can be tracked.

### **PERFORMANCE MANAGEMENT**

- Teleworkers and non-teleworkers shall be treated the same for the purpose of work requirements, periodic appraisals of job performance, training, rewarding, reassigning, promoting, reducing in grade, retaining and removal, and other acts requiring management discretion.
- Performance standards for employees that telework should be the same as performance standards for on-site employees.
- 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 telework event.
- Supervisor's expectations of an employee's performance should be clearly addressed in the DD Form 2946. As with on-site personnel, employees shall be held accountable for the results that they produce while teleworking.
- Supervisors shall communicate expectations of telework arrangements, including work assignments, office coverage, and staff communication to teleworking and non-teleworking employees in the workgroup.
- Supervisors shall put procedures in place to maintain communication across all members of a workgroup.
- Supervisors are responsible for the effective functioning of the workgroup. However, employees are responsible for their availability and information sharing with the workgroup.
- Supervisors and employees are responsible for ensuring the success of the telework arrangement.

## **TELEWORK DENIAL AND TERMINATION**

- A telework request may be denied by the supervisor. A telework agreement may be terminated at discretion of supervisor or at employee's request.
- When an employee's request to telework is denied or an agreement is terminated by supervisor, reasons for denial or termination should be documented in writing and given to employee.
- Denial of telework agreements should be based on business reasons (e.g., telework agreement fails to meet organization's needs or employee's performance does not meet prescribed standards).
- Supervisors are encouraged to discuss action with servicing Employee Relations Specialist prior to denying or terminating a telework agreement.
- Employees may dispute denial of telework, reasons given for denial, and termination of an existing telework agreement through Air Force Instruction 36-1203, Administrative Grievance System, 1 May 1996; bargaining unit employee may file a grievance through appropriate negotiated grievance procedures.

## **QUESTIONS AND ANSWERS**

**Q. How do employees find out if their positions are eligible for telework and if they are eligible to participate?**

**A.** Supervisors are responsible for informing employees of their position telework eligibility as well as employee participation status.

**Q. What are the types of telework arrangements?**

**A.** Generally, there are two common types of telework; 1) **routine telework** in which telework occurs as part of an ongoing, regular schedule, and 2) **situational telework** that is approved on a case-by-case basis, where hours worked were not part of a previously approved, ongoing and regular work schedule. There is also emergency situation telework and unscheduled telework. Definitions are provided under "Types of Telework."

**Q. What is considered the official worksite for an employee who is not scheduled to report at least twice each bi-weekly pay period on a regular and recurring basis to a regular worksite?**

**A.** The location of the telework site (i.e., home or other alternative worksite) except in certain temporary situations.

**Q. Can employees who participate in telework arrangements be required to return to the traditional worksite on scheduled telework days?**

**A.** Yes. A recall to the office for operational reasons is not a termination of the telework agreement.

**Q. Can employees who participate in telework arrangements use their personal home computers if the organization cannot provide laptops with VPN connection?**

**A.** Yes. Employees are responsible for the installation, repair, and maintenance of all personal

equipment and other incremental costs associated with the residential workplace. Operating costs associated with employee using his/her personal residence as the alternative worksite including home internet service provider, home maintenance, insurance, or utilities (e.g., heat, electricity) will not be assumed by Air Force.

**Q. Are employees covered by Workers' Compensation when injured or suffering from work-related illnesses while conducting official Air Force business at the telework location?**

**A.** Yes. Employees are required to report injury to supervisor as soon as possible.

**Q. Who provides office supplies for employees who telework?**

**A.** Employee's supervisor will provide office supplies, such as paper, toner, printer ink, etc., the same way as the traditional worksite.

**Q. What time card codes are used for Telework?**

**A.** Typically, the codes are as follows:

TW – Telework Regular. An approved telework schedule where an employee regularly works at least twice per biweekly pay period at an alternate worksite;

TS – Ad hoc/Situational. An approved telework arrangement performed on an occasional, one-time, or irregular basis; telework of less than one day per pay period is considered as ad hoc;

TM – Telework Medical. An approved telework arrangement for a particular employee as a reasonable accommodation under the American Disabilities Act. Before using TM code, supervisor should consult with servicing Employee Relations Specialist for additional information.