



CITY OF GREEN BAY PERSONNEL POLICY

Policy Title Remote Work Policy	Policy Reference Chapter 32
Policy Source Human Resources Department	Legal Review Date August 17, 2021
Personnel Committee Approval August 24, 2021	City Council Approval September 7, 2021

32.1 Purpose. Remote Work is an arrangement in which an employee may work at a place different than the traditional workplace, typically their home, for the benefit of the employees and the organizational needs of the City of Green Bay.

32.2 Policy. Remote Work arrangements may vary for individuals or positions and remote work may not be suited for certain positions. The determination as to whether any particular position, assignment or employee is a good fit for Remote Work is at the discretion of the department head or department head’s designee (hereinafter referred to as “Supervisor”) and review by the Human Resources Department. Management retains the right to modify the Remote Work arrangement and to remove the employee from the arrangement for any or no reason and at any time. With proper notice, the employee may also stop participating in the Remote Working arrangement at any time.

- a. Remote Work is not an entitlement of any employee. It is not a City-wide benefit, and it does not in any way change the terms or conditions of employment with the City.
- b. Employees that work remotely must reach a written agreement with their managers regarding the work schedule, work-station location and any other performance standards (see attached Remote Work Request Form).
- c. It is the employee’s responsibility to communicate any issues or concerns regarding the remote work arrangement with his/her supervisor as soon as possible.
- d. Remote Work employees must comply with all City policies, including the Anti-Harassment policy, timekeeping policy, use of employer property policy, confidentiality and security policies and all other policies contained in the employee handbook. Failure to comply with this policy or other City policies will result in the termination of the remote work arrangement and may result in discipline up to and including discharge.
- e. This policy applies to General Employees and does not apply to employees who are members of a Fire, Police, or Transit Union. Seasonal or temporary employees may be eligible for remote work on a case-by-case basis.

32.3.1 Criteria. Employees who wish to engage in a remote work arrangement must meet the following criteria:

- a. A history of reliable and responsible completion of work duties at a performance level that Meets Expectations or above.
- b. Employee must demonstrate a history of and maintain regular, punctual, and predictable attendance.
- c. Employee must provide broad band internet access at their own expense.
- d. Employee must utilize a City-owned computer or City approved device.

32.3.2 Criteria for Home Office. Employees wishing to work remotely must have safe and adequate workspace to work from home. Following are criteria that must be met for home office safety requirements:

- a. The temperature, noise, ventilation and lighting levels of the dedicated office area must be adequate for maintaining normal levels of job performance.
- b. File cabinet doors and drawers are arranged so they do not open into walkways.
- c. Phone lines, electrical cords and other extension wires are secured.
- d. Aisles, corners and doorways in the work area are free of obstructions.

32.3.3 In addition to meeting safety requirements in the home office, a remote work workstation must be ergonomically suited for the employee. Employees will be responsible for ensuring they maintain the following ergonomic guidelines while working from home:

- e. Chair should be adjusted so feet are flat on floor or footrest and legs are vertical to ground.
- f. Computer monitor should be directly centered in front of the user. User should not have to look up, down, left, or right for better viewing. Additionally, the monitor should be at a comfortable viewing distance.
- g. Use good posture when keyboarding. Elbows should be at a 90 degree angle. Wrists should be level with the keyboard.

32.3.4 In the event that an individual meets the above-mentioned criteria and wishes to engage in a Remote Work arrangement, the individual's position will be evaluated by the Supervisor to determine if suitable to work remotely as outlined below in section 32.4. The determination on whether an individual or position can remote work is not subject to the grievance procedures outlined in City policies. However, if the employee and a Supervisor have any dispute over whether the above criteria are met or if the position is suitable for remote work, then Human Resource shall be available to assist in this evaluation. Remote work shall be permissible so long as the employee continues to meet all of the criteria listed above. In the event the above criteria are no longer being met, the remote work authorization shall automatically terminate, and a new evaluation must be completed before remote work may be authorized again.

32.4 PROCEDURES. Supervisors should consider the following when considering an employee for Remote Work:

- a. Face-to-face communication is not a daily requirement of the position and communication can be effectively accomplished over the telephone, e-mail, or other appropriate means.
- b. The individual already works in a self-directed role and produces clearly defined output and work products, or the work activities are measurable.
- c. The employee must be self-motivated, self-disciplined, self-directed with the ability to establish, manage, communicate, and collaboratively determine priorities.
- d. The employee must clearly demonstrate skills in planning, organizing, managing time, and meeting clear standards and objectives.
- e. The employee must maintain regular, punctual, and predictable attendance.
- f. The employee must maintain a performance level that Meets Expectations or above.
- g. The employee can maintain a safe and ergonomically sound home office free from distractions.
- h. Risk Management, Information Technology Services, and/or the Supervisor can complete an onsite inspection of the employee's selected Remote Work workspace if necessary.

32.4.1 The employee agrees to be available during their scheduled work hours for communication through phone, e-mail, in-person, video conference, or other appropriate communication tools. Employee initiated schedule changes must be pre-approved by their supervisor.

32.4.2 The employee agrees that City representatives may make on-site visits to the remote working site during established work hours for the purpose of inspecting the remote worksite to ensure compliance with all City policies. Any such visit may be made without notice.

32.4.3 The employee will try to schedule off-site business meetings on remote working days in order to maximize the time they are available at their regular work location. On occasion, it may be possible for employees to teleconference into the meetings that are scheduled on remote workdays if approved by the employee's supervisor.

32.4.4 The employee will meet with the supervisor according to procedures previously agreed upon to receive assignments and to review completed work as necessary. The evaluation of the employee's job performance will be based on established standards and will include their performance while working remotely. The employee's performance must continue to be at least Meets Expectations or above to continue to work remotely.

32.4.5 All records, papers, and correspondence done at the remote working location are considered the City's business and may be subject to public records disclosure. The employee will apply safeguards to protect records from unauthorized disclosure or damage. The employee is required to ensure that all City records are maintained at the traditional workplace in accordance with City standards. City records may not be maintained at any remote workstation and should be returned to the traditional workplace as soon as practicable to ensure proper retention. Any and all City records pertaining to the City shall be returned immediately upon demand. The City reserves the right to search the remote work station and retrieve any City records which are not returned immediately upon demand.

32.4.6 The employee agrees to maintain all information which is protected by federal or state laws or regulations in a confidential manner. Telecommunication meetings, conferences, calls, or any other contacts involving such information will be conducted in a private area. Passwords and protected entry

codes to the City's software will be kept confidential. The employee agrees that family members and others will not have access to protected information at any time, or to City equipment.

- 32.4.7 The employee may be required to use multi-factor authentication to access the City's network. This may require an employee to use a personal device at the employee's expense.
- 32.5.1 Equipment. The City reserves the right to make the determination as to the appropriate equipment which is subject to change at any time. Equipment needs may be periodically assessed by the Information Technology Services Department to ensure that the individual is equipped for remote work based on the needs of the position. The City may provide necessary computer and telephone equipment for a fully functional real and virtual office for employees who work remotely on a routine basis.
- 32.5.2 The employee will be responsible for providing Internet connectivity that is at least a standard speed which does not impede the employee from completing online work in an efficient manner. Connectivity should be checked before the employee begins working remotely.
- 32.5.3 The City's Information Technology Services Department may supply the following equipment for approved remote workers:
 - a. City laptop pre-loaded with required standard programs.
 - b. Capable phone that connects to internal phone system.
 - c. Printer, if required for the job.
- 32.5.4 The Information Technology Services Department can provide instructions and training on how to get connected to the internal network.
- 32.5.5 The costs related to the equipment, installation and maintenance may be the responsibility of the requesting department.
- 32.5.6 Employees must make arrangements regarding the use of the City's equipment in their remote office. The Information Technology Services Department has the authority to determine for employees who work at multiple locations whether it will provide a single laptop which is transported between locations rather than maintaining a workstation at each location.
- 32.5.7 In no event shall the use of the City's equipment change the ownership of or impede the City's access to the equipment. All equipment and materials provided by the City shall remain the City's property. The employee agrees to return all City owned equipment and supplies in proper working condition and agrees to take financial responsibility for missing and/or broken items upon the termination of the remote work arrangement or termination from employment. If the employee's own home equipment such as personal cell phone or home phone is used, it will be at the employee's expense. Employees shall receive prior approval for equipment purchases to be used for remote work. Special supplies not normally provided by the City (ink cartridges, toner, etc.) may be the employee's responsibility.
- 32.5.8 Equipment provided by the City must not be used for purposes other than City business and must be kept in a secure, confidential location, and protected against damage and unauthorized use.
- 32.5.9 City owned equipment will be serviced and maintained by the City. Equipment provided by the employee will be at no cost to the City and will be maintained by the employee.
- 32.5.10 If equipment requires repair or replacement such that it is impossible for the employee to work at the remote location, the employee may be temporarily assigned to work at their traditional workplace or may suffer loss of pay for hours not worked. This includes computer repairs, and interrupted internet

service lasting more than one hour. Any lost hours may be made up within the confines of the Fair Labor Standards Act and/or the departmental policies with Supervisor approval.

- 32.5.11 The City will not be responsible for operating costs, home maintenance, or any other incidental costs (e.g. utilities) associated with the use of the employee's residence. The City is not responsible for insuring any personal equipment in the employee's remote office. The employee understands that he or she is responsible for any tax and insurance from this arrangement and for conforming to any local zoning regulations.
- 32.6 Liability. The City will not be liable for damages to the employee's property resulting from participation in the remote work program. By participating in the remote work arrangement, the employee agrees to hold the City harmless against any and all claims including injuries to others at the remote work location. If an employee is injured during the course of his or her employment while working at home, then the employee should follow the City's established procedures for reporting on-the-job injuries.
- 32.6.1 Employment Laws. Employees working remotely will be held to the same employment laws and City Policies as employees in the traditional workplace. They will adhere to normal work schedules and will have to obtain prior management approval for any change to their normal work schedule including overtime. Employees must not use work hours for any purposes other than City business related duties.
- 32.6.2 Time Off. Employees working remotely agree to follow established procedures for requesting and obtaining approval of leave, including personal and vacation leave. If an employee working remotely is ill, then he or she must follow the City's sick leave policy.
- 32.6.3 Child/Elder Care. Remote work is not an alternative for childcare or elder care and the remote worker agrees to make regular dependent care arrangements during remote work periods.
- 32.6.4 Paid Leave. Remote Work may be used as a temporary arrangement in lieu of paid time off at the Department Head's and Human Resources Director's discretion.
- 32.7 Miscellaneous. A remote worker's presence may be required in the traditional workplace based on departmental needs as determined by the Supervisor, such as for coverage, meetings, or other purposes, and it is the responsibility of the employee to be present when requested. In most cases the employee will be notified in advance of the requirement; however, advanced notification may not be feasible in some cases.

**CITY OF GREEN BAY
Remote Work Request Form**

Employee Name:	
Current Position:	
Start date of Remote Work:	
End date of Remote Work:	
Address of employee, phone number & specific area employee will work from:	

The employee's Remote Work schedule will be:

Remote Working Days:	Mon	Tue	Wed	Thu	Fri
Remote Working Time:	Start Time:		Finish Time:		
Breaks (if applicable):					
Total Remote Working Hours Per Day:					

Will the employee perform the duties of their current position? Yes No
 If no, which duties will the employee perform?

This agreement is subject to the terms and conditions stated in the City of Green Bay Remote Work Policy, a copy of which has already been made available to the employee. I have read and understand both the City of Green Bay Remote Work Policy and this agreement. I agree to abide by and operate in accordance with the terms and conditions outlined in both documents. I agree that the sole purpose of this agreement is to regulate remote working and it neither constitutes an employment contract nor an amendment to any existing contract. I understand that this agreement may be terminated at any time.

If the reason for the Remote Work request is due to a medical condition, documentation must be attached to this form supporting this request. Furthermore, the employee agrees to operate within any work restrictions they might have as a result of their own medical condition.

Employee Signature: _____ Date: _____

Supervisor approval: _____ Date: _____

HR Director approval: _____ Date: _____