

DLA Telework Training For Employees

Participant Guide

September 2002

DLA Training Center
Columbus, Ohio

Table of Contents

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Overview

Introduction.....1
Objective.....1
DLA policy.....1

Orientation Review

DLA Telework Program.....2
Types of telework.....2
Employee characteristics.....2
Eligibility.....2
Eligibility criteria.....2
Checklist—personal considerations.....3
Official duty station.....3

Home Office Considerations

Designated area.....4
Workspace list.....4
Home utilities.....5
Safety.....5
Home inspection.....5

Equipment Considerations

Government-furnished hardware.....6
Government-furnished software.....6
Teleworker responsibilities.....6
Equipment failures.....6
Telephones.....7
Fax machines.....7

Work Requirements and Standards

Work requirements.....8
Guidelines and standards.....8

Liability

Personal injury.....9
Property damages or other costs.....9

Time and Attendance/Pay Issues

Duty hours.....10
Leave.....10
Emergency call back.....10
Emergency closings/dismissals.....10

Security

Security issues.....11
Teleworker responsibilities.....11

Requesting Telework

Process12

Terminating Telework

Management’s right to terminate.....13
Employees’ right to terminate.....13
Overall interest.....13

Books About Telework

List14

Telework Web Sites

List15

Appendices

Appendix A—Telework Request and Approval Form.....A-1
Appendix B—Telework Agreement.....B-1
Appendix C—Self-Certification Home Safety Checklist.....C-1
Appendix D—Supervisory—Employee Checklist.....D-1

Telework Training for Employees

Overview

Introduction

If you attended the orientation, you know just enough about the DLA Telework Program to be excited about it. You can work at home or at a telecenter—awesome! And this program is awesome, but you need to be familiar with the specifics of DLA’s telework policy.



In this session we will further examine DLA’s policy on teleworking by explaining the Program’s do’s and don’ts, and attempting to answer all of the questions you are asking right now, and maybe even some that you haven’t thought of yet.

Our goal is to provide you with the information and guidance you will need to have a successful and productive teleworking experience.

Objective

The objective of this training session—

To provide specific policy information regarding the DLA Telework Program to eligible DLA employees, enabling them to make informed decisions about their participation in this program.

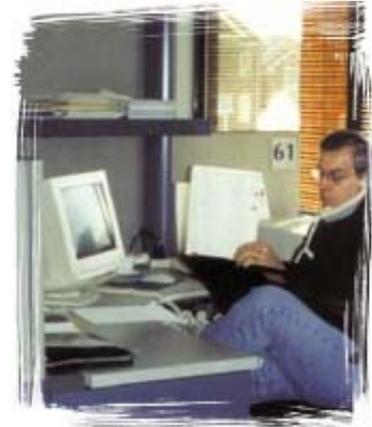
DLA policy

DLA policy and instructions for implementing the Telework Program can be found on the DLA Human Resources Web site: <http://www.hr.dla.mil/>.

Orientation Review

DLA Telework Program

This is a program in which eligible employees have the opportunity to perform their official duties away from their customary offices, at alternative work sites—in their homes or in telecenters. To qualify to participate in this program, employees must be eligible and their job duties must be suited for teleworking.



Types of telework

The DLA Telework program will offer two types of telework for eligible employees:

- Regular and recurring arrangement—working at an alternative work site 1 day per week.
- **Periodic or intermittent arrangement—working at an alternative work site at infrequent periods of time. Examples include the following:**
 - Short-term work assignment
 - During office renovation
 - During dangerous travel conditions

Employee characteristics

An employee's work characteristics are significant factors for the success of the teleworking experience. Experience has shown that successful teleworkers are

- organized and self-starters
- conscientious and highly disciplined
- reliable and responsible, and
- able to prioritize and manage time.

Eligibility

To be eligible to telework, an employee's work performance must be at the fully successful level. In addition, an employee's job or individual work activities must be ones the employee can perform on a regular and recurring basis, or on a periodic or intermittent basis, at home or other work site geographically different from the employee's official duty station.

Eligibility criteria

Below is the list of eligibility criteria for DLA employees:

- Work performance must be at the fully successful level.
- No current leave restriction letter or written reprimand due to poor performance or misconduct.
- No suspension/demotion due to misconduct or poor performance within the 2 years prior to the start of teleworking.
- Ability to perform official duties at an alternative worksite without impairing DLA's mission.

Orientation Review, Continued

Eligibility criteria, continued

- Assigned to a field activity for at least 90 days.
- Assigned to a new position at the same field activity for at least 30 days.

Checklist—personal considerations

This checklist challenges prospective teleworkers to look at themselves and their circumstances as they decide whether they will take part in the DLA Telework Program.

Is Teleworking for me?	<input checked="" type="checkbox"/>
I am happy working by myself.	<input type="checkbox"/>
I won't miss regular contact with other people at work.	<input type="checkbox"/>
I am self-motivated.	<input type="checkbox"/>
I have good time management skills.	<input type="checkbox"/>
The members of my family are happy with the idea that I may be working at home.	<input type="checkbox"/>
I can keep the appropriate degree of separation between my professional work and private life.	<input type="checkbox"/>
I would be able to switch off and leave my work behind at the end of the day.	<input type="checkbox"/>
I think spending the day working at home will satisfy me.	<input type="checkbox"/>
I won't miss the direct feedback on my work from my supervisor or colleagues, which office-based workers take for granted.	<input type="checkbox"/>
I am technically competent, e.g., in the use of a PC.	<input type="checkbox"/>
I am happy communicating by telephone.	<input type="checkbox"/>

Official duty station

Whether employees work in their homes or at telecenters, their official duty station will continue to be their conventional DLA offices. All pay, leave, and travel entitlements are based on the employees' official duty stations.

Home Office Considerations

Designated area

Employees who telework in their homes will be required to designate one area in their homes as the official work site or home office. Once the area has been designated, it is up to teleworkers to maintain a work site atmosphere in which

- childcare and elder-care arrangements will be made in advance, and
- personal business will be kept to a minimum.



Before

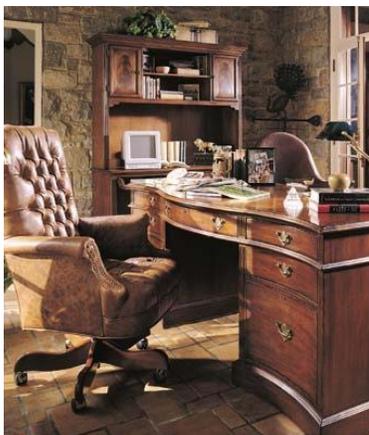


After

Workspace list

This workspace list asks prospective teleworkers to examine their workspace at home to determine if it is sufficient for teleworking.

Do I have a space in my home to designate as an official work site?	<input checked="" type="checkbox"/>
There is a separate room available to work in.	<input type="checkbox"/>
There is enough working space and storage space available.	<input type="checkbox"/>
This room is a pleasant place to be working (e.g., lighting, room temperature).	<input type="checkbox"/>
Work information can be kept confidential.	<input type="checkbox"/>
The door on my work area can be shut at the end of the working day.	<input type="checkbox"/>



Home Office Considerations, Continued

Home utilities

Home utilities may be increased as a result of telework, but DLA is not responsible for any expenses related to

- electricity
- heating
- space usage, or
- water.



Balanced against these increases there may be potential savings on

- gasoline
- parking
- meals, and
- clothing expenses.

Safety

Employees who telework in their homes are responsible for ensuring that their homes comply with safety requirements. They must complete and sign a self-certification Safety Checklist that their homes are safe.



Home inspection

When there is sufficient cause to question whether a hazardous work environment exists, supervisors will inspect the home work site, by appointment only, to determine if

- Government-owned property is being properly maintained, and
- safety standards are in place.



Equipment Considerations

Government-furnished hardware

DLA may purchase Government-furnished mobile equipment (laptops) for employees to use in their homes for regular and recurring telework arrangements. This decision will be determined after considering the following criteria:

- Nature of the work involved
- Availability of existing and/or excess equipment
- Funding constraints or flexibilities



The determination to purchase equipment may be made on a case-by-case basis.

Government-furnished software

DLA will provide software for teleworkers to use on the Government-furnished mobile equipment, that provides

- secure, encrypted connections, and
- Public Key Information (PKI) certification.

Teleworker responsibilities

Teleworkers are responsible for the installation fees (if required) and the monthly service fees of the communication lines between their homes and the DLA network.

IF teleworkers use . . .	THEN teleworkers will . . .
their own personal equipment	<ul style="list-style-type: none"> • purchase and install any software, and • maintain and service the equipment.
Government-owned equipment	<ul style="list-style-type: none"> • use and protect the equipment in accordance with DLA policy and procedures, and • bring the equipment back to be serviced and maintained by the Government.

Equipment failures

Teleworkers must immediately report equipment failures to their technical support offices and their supervisors. Supervisors will then determine, based on individual circumstances,

- the teleworkers' appropriate duty or leave status, and
- whether the teleworkers should report to their official duty stations.

Equipment Considerations, Continued

Telephones

DLA may pay for telephone installation and service, if the following criteria are met:

- The service is considered to be essential.
- Adequate safeguards exist to prevent abuse.



DLA will provide employees with telephone credit cards, cell phones, dial in or other capability to use when business-related, long distance phone calls are required.

Fax machines

The Government is prohibited from purchasing fax machines for installation in private residences. However, if existing Government-owned fax machines are not being used, teleworkers could use them in their homes periodically.

Work Requirements and Standards

Work requirements

Supervisors are responsible for assigning work requirements to their employees whether they are working in the office or teleworking. Teleworkers will meet with their supervisors as necessary or appropriate to

- obtain work assignments, and/or
- have completed work reviewed.



Guidelines and standards

Work guidelines and standards stated in the employees' current performance plans apply to work completed at both the

- official duty stations, and
- alternate work sites.

Liability

Personal injury

Employees are covered under the Federal Employees' Compensation Act (FECA) if they are injured while performing their official duties at

- the official duty station
- their official home work site, or
- a nearby telecenter.



If there are accidents/injuries while teleworking, teleworkers must notify their supervisors immediately so that the supervisors can investigate as soon as possible.

Property damages or other costs

DLA is not responsible for

- damages to employees' personal or real property while teleworking, nor
- any costs associated with teleworking in their homes.

Time and Attendance/Pay Issues

Duty hours

The existing policy and/or collective bargaining agreements regarding duty hours and scheduling work apply for telework arrangements, also. This provides a structure to account for time and leave. Unstructured telework arrangements violate legal requirements and public policy.

Timekeepers will have copies of employees’ telework schedules, and will record time and attendance as if the official duties were performed at their official duty station.



Leave

Supervisors must approve all

- leave requests
- overtime
- compensatory time
- religious time, and
- credit time.

Emergency call back

Teleworkers may be called back to their official duty stations, by their supervisors, on an emergency basis. The following are examples of an emergency basis:

- Special projects
- Shortage of office staff

IF teleworkers are called back to their official duty station . . .	THEN . . .
during their regularly scheduled tour of duty	their travel hours must be credited as worked.
before or after their regularly scheduled tour of duty for irregular or overtime work	they may be entitled to at least 2 hours of overtime pay.

Emergency closings/dismissals

The following arrangements are to be followed when official duty stations close:

- Teleworkers located inside the Washington Capital Beltway will follow the same closedown arrangements as their official duty stations.
- Teleworkers located outside the Washington Capital Beltway would normally be expected to continue working at their alternative work sites, even though their official duty stations are experiencing emergency dismissals or closings.



Security

Security issues

Teleworkers and their supervisors need to be familiar with the following security issues:

- No classified information and/or processing will be permitted at alternative work sites.
- Use of established technical standards for Government-furnished equipment, network, and security issues is required. The standards are outlined in the DLA Information Technology Solutions and Standards documents, version 1.0, dated April 2000 (reference: Information Technology (IT) Architecture Web site, <http://www.dla.mil/j-6/awg/default.htm>).
- Sensitive information (e.g., For Official Use Only or Privacy Act) cannot be processed away from official duty stations unless Public Key Information (PKI) encryption is available for electronic mail.
 - When employees telework intermittently, personal computers can be used for work on limited amounts of sensitive unclassified material, with the stipulation that the files be deleted as soon as they are no longer required.
 - All sensitive information must be stored in approved, lockable containers, e.g., file cabinet with lock, diskette container with lock, or desk drawer with lock.



Teleworker responsibilities

When DLA employees telework, they will continue to acknowledge, and work accordingly, to

- protect Government/DLA records from unauthorized disclosure or damage
- comply with the Privacy Act of 1974, and
- manage all files, records, papers, and other documentary materials received or made while teleworking in accordance with DLAI 5015.1, DLA Record Management Procedures and Records Schedule.

Requesting Telework

Process

The following table identifies the various stages in the request and approval process.

Stage	Who Does It	What Happens
1	The employee	completes and signs the Telework Request and Approval form and submits it to his or her supervisor.
2	The supervisor	signs, recommends approval or disapproval, and then submits the form to the Approving Official for final approval/disapproval.
3	The Approving Official	signs, approves/disapproves the request, and then returns the form to the supervisor.
4	The employee	completes and signs the Telework Agreement form and submits it to his or her supervisor.
5	The supervisor	signs and submits the form to the Telework Coordinator at the employee's official duty station.
6	The employee	completes and signs the Home Safety Checklist (if applicable), and submits it to his or her supervisor.
7	The employee and supervisor	complete and sign the Supervisory-Employee Checklist .

Terminating Telework

Management's right to terminate

Management has the right to terminate telework if

- participation no longer benefits the DLA organization
- an employee no longer satisfies the criteria, or
- an employee's performance is declining.

Employees' right to terminate

Employees can request termination of their Telework Agreement at any time without cause. When this occurs, supervisors and employees need to work together to plan any resulting changes in the work assignments.

Overall interest

The overall interest of DLA takes precedence over participation in the DLA Telework Program, especially during times of

- war,
- national emergency, or
- other crisis.

Books about Telework

List

Below is a list of books about telework. This is just a sampling of the many books available on this subject.



- [Home Office Solutions: How to Balance Your Professional and Personal Lives While Working at Home](#) by Alice Bredin and Kirsten M. Lagatree (John Wiley & Sons, 1998). Learn how to conquer the psychological and work-management problems associated with having a home office. The authors discuss the many challenges home office workers face including isolation, stress, burnout, time management problems, family and relationship conflicts, depression, and procrastination.
- [The Distance Manager: A Hands On Guide to Managing Off-Site Employees and Virtual Teams](#) by Kimball & Mareen Fisher (McGraw-Hill, 2000). A practical handbook for managing teleworkers and offsite teams.
- [An Organizational Guide to Telecommuting: Setting Up and Running a Successful Telecommuting Program](#) by George M. Piskurich (American Society for Training and Development, 1998).
- [The Business Traveler's Survival Guide: How to Get Work Done While on the Road](#) by June Langhoff (Aegis, 1997). Handle any communications challenge that might arise while you're on the road. This book shows the skills that every business traveler should master, from setting up a temporary work site to saving money on hotel phone bills. Packed with useful advice, insider tips, and real-life stories and anecdotes, this book is an indispensable travel companion.
- [Managing Virtual Teams: Practical Techniques for High-Technology Project Managers](#) by Martha Haywood (Artech House, 1998). Lots of good advice on developing distributed teams including building team identity, developing practical performance metrics, mentoring and training remote workers, an in-depth discussion of remote access technologies, and more.
- [The Joy of Work: Dilbert's Guide to Finding Happiness at the Expense of Your Co-Workers](#) by Scott Adams (Harpercollins Interactive, 1999). A tongue-in-cheek guide to surviving the corporate life including office pranks, surviving meetings, and managing your boss. Be sure to check out Adam's observations on "reverse telecommuting," the practice of bringing personal work to the office (paying bills, playing games, and checking stock investments on company time.) Hilarious!
- [Global Software Teams: Collaborating Across Borders and Time Zones](#) by Erran Carmel (Prentice Hall, 1999). Includes case studies from IBM's five-site project to develop JavaBeans and Holiday Inn's insourcing and outsourcing to India.

Telework Web Sites

List

Below is a list of telework Web sites. This is just a sampling of the many Web sites that are available on this subject:



- General Services Association (GSA) and Office of Personnel Management (OPM)—
Interagency Telework/Telecommuting Site, <http://www.telework.gov>
- 100 Top Telecommuting Sites,
<http://www.100toptelecommuting.com/Telec...osition/100/75k>
- Telework Links, <http://www.ectf.org.uk/links.htm>
- International Telework Association and Council, <http://www.telecommute.org/>
- About Telecommuting, <http://telecommuting.about.com/>
- Canada Telework Association—InnoVisions Canada, <http://www.ivc.ca/>
- Telecommuting and Telework Resources, <http://www.telework.com>

Appendix A

Telework Request and Approval Form

**TELEWORK REQUEST
AND APPROVAL FORM**

EMPLOYEE _____

ORGANIZATION _____

JOB TITLE _____

GRADE & JOB SERIES _____

TELEPHONE _____

LAST PERFORMANCE EVALUATION RATING _____ DATE _____

DESCRIPTION OF WORK TO BE PERFORMED:

DESCRIPTION OF OUTPUTS:

BENEFITS FOR EMPLOYEE:

BENEFITS FOR DLA:

NUMBER OF COMMUTER MILES SAVED PER TELEWORK DAY _____

Attachment 1
EQUIPMENT AND SOFTWARE REQUIRED:

EQUIPMENT AND SOFTWARE REQUIRED:

START DATE _____

END DATE _____

IF REGULAR AND RECURRING (limited to no more than one day a week)

TELEWORK TOUR OF DUTY: FROM _____ TO _____ (e.g., 8:30 A.M.-4:30 P.M., including a one-half hour lunch period)

Day(s) of the week employee will telework: _____

- Fixed schedule in accordance with local guidance and/or collective bargaining agreement
- Flexitime in accordance with local guidance and/or collective bargaining agreement
- AWS in accordance with local guidance and/or collective bargaining agreement

Alternative Work Site Address: _____

IF PERIODIC OR INTERMITTENT

TELEWORK TOUR OF DUTY: FROM _____ TO _____ (e.g., 8:30 A.M.-4:30 P.M., including a one-half hour lunch period)

Dates employee will telework: _____

- Fixed schedule in accordance with local guidance and/or collective bargaining agreement
- Flexitime in accordance with local guidance and/or collective bargaining agreement
- AWS in accordance with local guidance and/or collective bargaining agreement

Alternative Work Site Address: _____

EMPLOYEE'S SIGNATURE _____ DATE _____

SUPERVISOR'S SIGNATURE _____ DATE _____

Supervisor's Recommendation: Approved _____ Disapproved _____

APPROVING OFFICIAL _____ DATE _____

Approved _____ Disapproved _____ *

*If disapproved, provide written response to employee explaining why.

Appendix B

Telework Agreement

TELEWORK AGREEMENT

The following constitutes an agreement between

Employee: _____

Job Title: _____

Grade & Job Series _____

Supervisor: _____

1. Employee volunteers to participate in the program and to adhere to applicable policies, guidelines, and procedures. Agency concurs with employee participation and agrees to adhere to applicable policies, guidelines and procedures.

2. Participation in the program will last _____ commencing on _____ and ending on _____.

3. Employee's official duty station tour of duty will be from _____ to _____ (e.g., 8:30 A.M. to 5:00 P.M. including a one-half hour non-paid lunch period) on the following days:
_____.

Employee's telework tour of duty will be from _____ to _____ on the following days:

_____.

- Fixed schedule in accordance with local guidance and/or collective bargaining agreement
- Flexitime in accordance with local guidance and/or collective bargaining agreement
- AWS in accordance with local guidance and/or collective bargaining agreement

4. Employee's official duty station address is:

5. The telework duty station address is:

Phone Number: _____

Attachment 2

6. These dates/times may be modified as needed to meet mission requirements as required or approved by the supervisor in accordance with local guidance and/or collective bargaining agreement.
7. All pay, leave, and travel entitlements will be based on the employee's official duty station.
8. Employee's timekeeper will have a copy of the employee's telework schedule and will record the time and attendance as if performing official duties at the official duty station.
9. If leave is taken, employee will notify the supervisor following the local guidance and/or collective bargaining agreement.
10. Employee will continue to work in pay status while working at the alternative work site. If employee works overtime that has been approved in advance, he/she will be compensated in accordance with applicable law, regulations, or other pay guidance. The employee will not work in excess of his/her prescheduled tour of duty (including overtime, compensatory time, religious time, or credit hours) unless he or she receives permission from his or her supervisor. By signing this form, employee agrees that failing to obtain proper approval for overtime work may result in his/her removal from the telework program or other appropriate action.
11. If employee uses Government equipment, employee will use and protect the Government equipment in accordance with Agency policy and procedures. Government-owned equipment will be serviced and maintained by the government. If an employee provides his/her own equipment he/she is responsible for purchasing and installing any software, servicing it and maintaining it. Use of personally owned computer equipment to connect to the DLA network is approved if appropriate security software is installed and security procedures are followed to avoid risk of intrusion or impact to the DLA environment.
12. DLA retains the right to inspect the home work site, by appointment only, to ensure proper maintenance of Government-owned property and safety standards, provided management has reasonable cause to believe that a hazardous work environment exists.
13. DLA will not be liable for damages to an employee's personal or real property during the course of performance of official duties or while using DLA equipment in the employee's residence, except to the extent DLA is held liable by the Federal Tort Claims Act or claims arising under the Military Personnel and Civilian Employees Claims Act.
14. DLA will not be responsible for operating, maintenance, or any other costs (e.g., utilities) whatsoever associated with the use of the employee's residence. The employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the government, as provided by statute and implementing regulations.
15. Employee is covered under the Federal Employee's Compensation Act if injured in the course of actually performing official duties at the official alternate work site. Any accident or injury occurring at the alternate duty station must be brought to the immediate attention of the supervisor. Because an employment-related accident sustained by a telework employee will occur outside of the premises of the official duty station, the supervisor must investigate all reports as soon as practical following notification.
16. The employee is required to designate one area in the home as the official work or office area that is suitable for the performance of official government business. The government's potential exposure to liability is restricted to this official work or office area for purposes of telework.
17. Employee will meet with the supervisor to receive assignments and to review completed work as necessary or appropriate.
18. All assignments will be completed according to the work procedures, guidelines and standards stated in the employee's performance plan.
19. Employees will apply approved safeguards to protect Government/DLA records from unauthorized disclosure or damage and will comply with Privacy Act requirements set forth in the Privacy Act of 1974, PL 93-679, codified at Section 552a, Title 5 USC.

- 20. Employees shall manage all files, records, papers, or machine-readable materials and other documentary materials, regardless of physical form or characteristics, made or received during telework in accordance with DLA 5015.1, DLA Records Management Procedures and Records Schedule.
- 21. No classified documents (hard copy or electronic) may be taken to, or created, at an employee's alternative work site. For Official Use Only and sensitive non-classified data may be taken to alternative work sites if necessary precautions are taken to protect the data, consistent with DoD regulations.
- 22. Telework will be terminated if it adversely affects the performance of the employee.
- 23. Supervisors may call an employee in to the official duty station for mission needs at any time. Call back outside the telework hours/dates are handled in accordance with established policy and/or collective bargaining agreement.
- 24. After appropriate notice to the supervisor, the employee may cancel the telework arrangement.
- 25. The employee continues to be covered by the DLA standards of conduct while working at the alternative work site.
- 26. The employee acknowledges that telework is not a substitute for dependent care.

Supervisor's
Signature _____ Date _____

Employee's Signature _____ Date _____

If either the supervisor or employee cancels this agreement, fill in the information below:

Cancellation Date: _____

Reason(s) for cancellation:

Employee-initiated Supervisor-initiated

Supervisor's
Signature _____ Date _____

Employee's Signature _____ Date _____

Appendix C

Self-Certification Home Safety Checklist

**SELF-CERTIFICATION HOME
SAFETY CHECK LIST**

NAME: _____

ORGANIZATION: _____

HOME WORK SITE ADDRESS: _____

HOME WORK SITE TELEPHONE: _____

Describe the designated work area, e.g., bedroom, den, living room, etc.

The following checklist is designed to assess the overall safety of the alternative work site. Each participant should read and complete the Self-Certification Safety Checklist. A copy of this checklist should be attached to the Telework Agreement.

1. Are temperature, noise, ventilation, and lighting levels adequate to maintain your normal level of job performance? Yes ____ No ____

2. Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires fixed to the ceiling)? Yes ____ No ____

3. Will the building's electrical system permit the grounding of electrical equipment? Yes ____ No ____

4. Are aisles, doorways, and corners free of obstructions to permit visibility and movement? Yes ____ No ____

5. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways? Yes ____ No ____

6. Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard? Yes ____ No ____

Employee's Signature: _____ Date: _____

Appendix D

Supervisory–Employee Checklist

SUPERVISORY—EMPLOYEE CHECKLIST

EMPLOYEE NAME: _____

SUPERVISOR'S NAME: _____

The following checklist is designed to ensure that the teleworker and supervisor are properly oriented to the policies and procedures of the Telework Program. Questions 4, 5, and 6 may not be applicable to the telework employee. If this is the case, state non-applicable or N.A.

1. Employee/Supervisor has read DLA Telework Policy and Procedure.

Date: _____

2. Employee has been provided with a schedule of work hours.

Date: _____

3. Employee has been issued/has not been issued government furnished equipment. (If no equipment has been issued please mark N.A. on the date line.)

Date: _____

4. Equipment issued by DLA is documented and properly received.

Check as applicable:

Computer
Modem
fax machine
telephone
other

Yes

No

5. Policies and procedures for care of equipment issued by the Agency have been explained and are clearly understood.

Date: _____

6. Policies and procedures covering classified, secure, or Privacy Act data have been discussed and are clearly understood.

Date: _____

7. Requirements for an adequate and safe office space and/or area have been discussed, and the employee certifies those requirements are met.

Date: _____

8. Performance and conduct expectations have been discussed and are clearly understood.

Date: _____

9. Employee understands that the supervisor may terminate employee participation in accordance with established administrative procedures and union-negotiated agreements.

10. Employee has participated in training.

Date: _____

11. Supervisor has participated in training.

Date: _____

12. Telework Agreement has been completed and signed.

Date: _____

Employee's Signature _____ DATE: _____

Supervisor's Signature _____ DATE: _____