

# ARC Telework Agreement Update

In 2024, ARC updated its Personnel Policy Manual, including revisions to the Telework Policy, to better reflect our operational needs, compliance requirements, and the evolving nature of our work environment. As part of these updates, we are standardizing telework agreements across the organization to ensure clarity, consistency, and alignment with current policy.

## **Action Required:**

All employees must review the Telework Policy, then complete and return the updated Telework Agreement no later than Friday, February 20, 2026. Once submitted, your supervisor will review the agreement and provide final approval.

---

## 6. 1 Office Hours and Attendance

### 6.1.1 Attendance

All employees are expected to attend work in compliance with the policies outlined herein. Full-time employees are expected to work 37.5 hours per week and record such accurately on that employee's timesheet. Part-time employees are expected to work the hours agreed upon with their supervisor, not exceeding 37.5 hours per week. All employees must attend in person on Monday and Wednesday unless they have been hired as fully remote or field-based employees. The office is closed to the public on Fridays and all employees shall telework. Employees may telework on Tuesday or Thursday following section 6.2 Teleworking outlined herein. Hours not worked should be recorded as paid or unpaid leave on the employee's timesheet in accordance with the policies herein. Unaccounted for absences or an otherwise unacceptable attendance record shall be subject to disciplinary action under section 7.1 herein.

### 6.1.2 Core Business Hours

The Agency's office business hours of operation are 8:30 a.m. to 5:00 p.m. Monday through Thursday, with Friday being an agency telework day subject to section 6.2 below. However, employee work schedules may vary as long as each employee adheres to a 37.5-hour workweek. Employees can arrive as early as 7:00 a.m.- and as late as 9:30 a.m. upon written request to and approval by the employee's immediate supervisor. Flexible working schedules must not interfere with the normal operation of the individual Department.

### 6.1.3 Leave Reporting

Employees should direct requests for leave including Annual Leave, Sick Leave, medical appointments, and Military Service leave, in accordance with the applicable policies outlined herein. An employee who cannot report to work because of an injury or illness must notify their supervisor before the scheduled starting time or as soon as practical.

## 6. 2 Teleworking

The Atlanta Regional Commission (ARC) serves as a regional partner and advocate in promoting transportation and clean air solutions by identifying methods to reduce the number of cars on the roads and pollution control. In this effort, ARC recognizes teleworking as a viable work option that benefits the employer, the employee, our community and environment.

Further, ARC will utilize teleworking arrangements as appropriate to achieve its annual work plan; promote employee satisfaction, quality of life, efficiency and productivity. Teleworking is a voluntary agreement between an employee and the supervisor. It is not an entitlement or a right. It is a workplace strategy when eligibility requirements are met. Additional requirements may be imposed based on operational needs.

### 6.2.1 General Provisions

1. Teleworking is entirely voluntary and made available to all employees. It may be terminated by the employee or ARC at any time for any or no cause.
2. The teleworker is covered by and will adhere to all ARC policies, rules, and regulations while teleworking. The agency's Acceptable Use Policies (AUP) relating to the use of technology still apply even when working from home or any alternate work site.
3. Employees may be allowed to telework when there are tangible benefits to ARC. This arrangement may be continued if all expectations of the position continue to be fully met and the job responsibilities of the position can be satisfactorily performed away from the primary work site.
4. A "Teleworking Agreement" form must be completed and signed by the employee, supervisor/manager, and Department Director before the start of teleworking. This form will be

kept in the employee's personnel file. Teleworking Agreements will be revised during the annual performance review or sooner.

5. Teleworkers and their supervisors must be trained in all aspects of teleworking before the employee begins teleworking.
6. Teleworkers must be mindful of the image presented during the teleworking day and not be involved in activities during the workday that will negatively affect ARC. Examples include, but are not limited to yard work, shopping at the mall, other employment activities, political canvassing, door-to-door sales, or providing dependent care.
7. Violation of this policy may result in disciplinary action.

#### **6.2.2 Eligibility**

1. Teleworking is open to all full-time, regular, temporary, or part-time employees where essential functions may be performed remotely. Jobs considered appropriate for teleworking are based on the operational needs of the agency. Employees hired full-time remote, or field based are subject only to the general provisions of this policy
2. There is no waiting period for employees to telework. Employees are eligible for teleworking upon hire. It is at the managers'/supervisors' discretion whether a probationary employee has had proper job training and has met all performance standards/targets to telework during the probationary period.
3. If an employee is not satisfactorily performing their job duties, teleworking privileges can be suspended or revoked by the supervisor or manager.
4. Employees' teleworking must demonstrate accountability, reliability, self-motivation, self-discipline, and time management skills.
5. To maintain eligibility for teleworking, employees must consistently meet established performance standards and receive at least an overall rating of "2 - Meets Standards" on their performance evaluation, or "Satisfactory" progress reviews if in a probationary status.
6. Chief Officers may telework intermittently based on need through consultation with the Executive Director/Chief Executive Officer.

#### **6.2.3 Optimal Service Level**

The Atlanta Regional Commission's priority is to our regional partners, and we are committed to providing excellent customer service, professional and technical support to our regional partners. Given this commitment, it is the responsibility of the Chief Officer through management/leadership to ensure sufficient staffing and resource levels within each program area; and to make adjustments as appropriate to ensure sufficient coverage within the office.

#### **6.2.4 Scheduling**

1. All staff who were not hired as full-time remote or field-based employees will be required to work in person in the ARC offices 3 days a week including all staff on Mondays and Wednesdays.
  1. Tuesdays and Thursday will be flexible days and staff will choose to work in office at least one of those days. Staff will coordinate with manager/supervisor to determine which flexible day will be in person. The selected day must be maintained for a minimum of six (6) months, and this schedule must be posted in the teleworker's office area and outlook schedule. Exceptions will require supervisor approval.
  2. The office will remain closed on Fridays to the public and be considered a 100% agency-wide telework day.
2. Teleworking schedules should avoid conflicts with ARC agency, Office or Department staff meetings, or any other meeting as required by the supervisor/manager. Staff with normal teleworking scheduled days may need to come into the office to be present at mandatory meetings. To the extent feasible, such meetings should be scheduled on Mondays and Wednesdays, and hybrid meeting options should be provided for all ARC meetings.
3. Teleworking can be combined with a form of leave. To ensure continuity of services, such requests are subject to the approval of the supervisor/manager on a case-by-case basis. For example, if an employee has a doctor's appointment and wishes to telework the rest of the day, that day will count as one of the allowable telework days if approval is granted.

4. If a Department requires reoccurring in-person attendance on a day when the ARC office is closed to the public, the employees of that Department may modify their schedule to reflect that day as their third in-person day.
5. In the event of a single day need to change the employee's approved telework schedule, the request shall be made before regular business hours via email to the supervisor and the HR telework email address, copying the responsible Department Director and Chief Officer. The supervisor must respond to the request via email within eight (8) business hours of the submittal of the request, copying the HR telework email address, the Department Director, and the Chief Officer.
6. With appropriate justification documenting extenuating circumstances, a Chief Officer may approve up to ten (10) telework days in a row for an individual with notification to HR without completion of a Schedule Adjustment Form.

#### **6.2.5 Responsibilities**

1. Employees: Are responsible for:
  1. Maintaining a dedicated workspace at home that is free from distractions and meets safety and ergonomic standards.
  2. Maintaining regular working hours and productivity while teleworking.
  3. Communicating effectively with colleagues and supervisors throughout the workday.
  4. Complying with all ARC policies and procedures while teleworking.
  5. Participating in all required meetings and training.
  6. Ensuring the security and confidentiality of data and equipment.
  7. Post and publish schedule in office area and calendar.
2. Supervisors: Are responsible for:
  1. Establishing clear performance expectations and goals for teleworking employees.
  2. Communicating regularly with teleworking employees to provide feedback and support.
  3. Monitoring the effectiveness of telework arrangements and making adjustments as needed.
  4. Ensuring teleworking employees have access to necessary resources and technology.
  5. Ensuring that their team members adhere to attendance and teleworking policies and that proper documentation of time worked occurs.
  6. As necessary and in consultation with their Department Director, disciplining employees for failure to adhere to the policy.

#### **6.2.6 Policy Enforcement**

1. It is the responsibility of the immediate supervisor/manager to ensure compliance with the telework policy mandatory in-office workdays.
2. The Office of Chief Officer has overall accountability for their assigned staff and is responsible for ensuring thorough leadership policy compliance.
3. The Office of Human Resources in conjunction with respective Chief Offices will ensure compliance with Telework/Hybrid Work Schedule Policy.
4. Failure to comply with policy guidelines may result in disciplinary action in accordance with the Discipline Procedure – 7.1 as outlined in the agency's personnel policy.

#### **6.2.7 Grounds for Termination of a Teleworking Agreement**

1. Teleworking is a voluntary working arrangement made available to employees. Teleworking agreements may be terminated by the employee or ARC. Teleworking is not a right – it is a privilege.
2. Inability to satisfactorily meet job requirements or work standards is a major reason for terminating a teleworking agreement. This is determined by the supervisor and/or manager.
3. Reports from ARC's partners, clients, customers, or co-workers that they are unable to reach or be contacted by a teleworker within timeframes established by the supervisor are also grounds for a supervisor or manager to terminate teleworking privileges after investigating, without recourse.
4. Reports of background noise from children, television, radios, etc., are grounds for a supervisor or manager to terminate teleworking privileges.
5. Security breaches of data, network or other computer resources will result in termination of remote access and termination of teleworking privileges.

## 6. Appeal Process

1. An employee may appeal the denial of a request to telework to their Department Director, with a copy to the Office of Human Resources.
2. The Office of Human Resources will review all appeal requests and supporting documentation.
3. Conjunctively, the Office of Human Resources will conduct a job analysis and review any supporting documentation and make a recommendation and/or present findings to the Department Director for final determination of eligibility. Based on business necessity, the Atlanta Regional Commission may require an employee or specific functions to telework in whole or in part. These cases will be addressed as they arise within the agency.

### **6.2.8 Technology and Equipment:**

ARC will provide necessary equipment such as laptops to eligible employees for teleworking. Employees are responsible for maintaining and securing agency-owned equipment. For other workspace equipment desired, personal equipment may be used for teleworking with prior approval from IT.

### **6.2.9 Security and Confidentiality:**

Employees must adhere to all ARC data security and privacy policies while teleworking. This includes using strong passwords, securing laptops and workstations, and avoiding unauthorized access to confidential information.

### **6.2.10 Performance Evaluation:**

Teleworking employees will be evaluated based on the same performance standards as office-based employees. Regular performance reviews will be conducted to assess job performance, communication, and overall effectiveness.

### **6.2.11 Worker's Compensation and Liability**

1. Employees injured in the "course and scope of employment" are eligible for workers' compensation benefits. Thus, injuries to teleworkers working at home are covered by workers' compensation laws.
2. ARC's position is that employees are protected when they are working in their designated remote work location and during the agreed upon work hours and not, for example, when they are in their yards. When an injury occurs during teleworking work hours and in the teleworker's workspace, the employee shall immediately report the injury to the supervisor/manager. The injury report must be received by the Office of Human Resources within 24 hours of injury, or it may be controverted.
3. The employee and supervisor/manager should follow ARC's policies regarding the reporting of injuries for employees injured while at work.

### **6.2.12 Americans with Disabilities Act (ADA)**

The ADA is a federal law that prohibits workplace discrimination based on disabilities of qualified individuals. If you feel that you have a qualifying condition under ADA that may require additional consideration and/or reasonable accommodation, please contact Human Resources.

### **6.2.13 Associated Forms:**

A. Schedule Adjustment Form

B. Telework Agreement and Equipment Inventory Form.

These forms can be found in the NEOGOV Forms system and on Sharepoint under Human Resources.

## **6. 23 Infectious Disease Prevention Policy**

### **6.23.1 Purpose**

This policy outlines specific steps that ARC takes to safeguard employees' health and well-being during widespread outbreaks of infectious bacterial or viral diseases, while ensuring ARC's ability to maintain essential operations and provide necessary services to constituents.

#### **6.23.2 Infectious disease defined**

According to the federal Centers for Disease Control, emerging infectious diseases are new infections resulting from changes or evolution of existing organisms, known infections spreading to new geographic areas or populations, previously unrecognized infections appearing in areas undergoing ecologic transformation, old infections that are reemerging as a result of antimicrobial resistance in known agents, or breakdowns in public health measures. These include influenza, staph infections, and the Corona, Ebola, and Zika viruses.

#### **6.23.3 Infectious control measures**

ARC takes a number of steps to minimize, to the extent practicable, exposure to infectious diseases at the workplace. As appropriate, ARC recommends measures that employees can take to protect themselves outside the workplace and encourages employees to discuss their specific needs with a physician or other appropriate health or wellness professional.

ARC will follow CDC guidelines issued for any specific pandemic or endemic situations, but in general, ARC expects employees who contract an infectious disease or are exposed to infected family members or other persons to stay home and seek medical attention if needed. ARC also expects these employees to notify ARC as soon as possible of their exposure or illness.

ARC approves the installation or use, wherever possible, of improved equipment or cleaning methods to guard against the spread of infection at the workplace.

#### **6.23.4 Employee leave and pay**

Employees who are absent because of an infectious disease that affects them, or their family members are entitled to leave as outlined within the ARC Personnel Policy. ARC allows employees to use their accrued annual or sick leave if they become ill or need to take leave to care for a family member. If qualifying, Employees may also use unpaid family and medical leave for their illness or a family member's illness. These employees must notify ARC as soon as possible of their need for family and medical leave.

#### **6.23.5 Business travel**

In the event of an infectious disease outbreak, travel on ARC's behalf should be generally limited to a select group of essential employees who have the required travel authorization from a cognizant Chief Officer and, if necessary, outside authorities.

**COMPLETE THE TELEWORK AGREEMENT**

**SUBMIT A TELEWORK QUESTION**