



## Department of Energy

Bonneville Power Administration  
P.O. Box 3621  
Portland, Oregon 97208-3621

FREEDOM OF INFORMATION ACT/PRIVACY PROGRAM

October 26, 2023

In reply refer to: FOIA BPA-2023-01702-F

**SENT VIA EMAIL ONLY TO:** (b) (6)

Colin Aamot

(b) (6)

Dear Mr. Aamot,

This communication is the Bonneville Power Administration's (BPA) final response to your request for agency records made under the Freedom of Information Act, 5 U.S.C. § 552 (FOIA). Your request was received on September 15, 2023, and formally acknowledged on October 16, 2023.

### Request

You seek, "Documents and data sufficient to account for the monthly occupancy or vacancy rates for the agency's five largest buildings (measured by square footage) from January 1, 2020, to December 31, 2022. A copy of all agency telework policies or directives that were in place due to COVID-19 and/or the pandemic between 1 January 2020 and April 1, 2023."

### Response

Knowledgeable subject matter experts searched for responsive records:

- The agency's Chief Supply Chain Officer informed us that the agency does not track facility occupancy or vacancy rates. Therefore, there are no responsive records for this portion of your request.
- The agency's Employee and Labor Relations Specialist collected all telework policies that were in place between January 2020 and April 2023. These 57 pages are being released in full.

### Fees

There are no fees associated with processing your FOIA request.

### Certification

Pursuant to 10 C.F.R. § 1004.7(b)(2), I am the individual responsible for the records search and release described above. Your FOIA request BPA-2023-0702-F is now closed, with the responsive agency records provided.

### Appeal

Note that the records release certified above is final. Pursuant to 10 C.F.R. § 1004.8, you may appeal the adequacy of the records search, and the completeness of this final records release, within 90 calendar days from the date of this communication. Appeals should be addressed to:

Director, Office of Hearings and Appeals  
HG-1, L'Enfant Plaza  
U.S. Department of Energy  
1000 Independence Avenue, S.W.  
Washington, D.C. 20585-1615

The written appeal, including the envelope, must clearly indicate that a FOIA appeal is being made. You may also submit your appeal by e-mail to [OHA.filings@hq.doe.gov](mailto:OHA.filings@hq.doe.gov), including the phrase "Freedom of Information Appeal" in the subject line. (The Office of Hearings and Appeals prefers to receive appeals by email.) The appeal must contain all the elements required by 10 C.F.R. § 1004.8, including a copy of the determination letter. Thereafter, judicial review will be available to you in the Federal District Court either (1) in the district where you reside, (2) where you have your principal place of business, (3) where DOE's records are situated, or (4) in the District of Columbia.

Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, Maryland 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Phone: 202-741-5770  
Toll-free: 1-877-684-6448  
Fax: 202-741-5769

Questions about this communication may be directed to James King, FOIA Public Liaison, at [jjking@bpa.gov](mailto:jjking@bpa.gov) or 503-230-7621.

Sincerely,

**RACHEL  
HULL**

Digitally signed by  
RACHEL HULL  
Date: 2023.10.26  
12:05:50 -07'00'

Rachel L. Hull  
Freedom of Information/Privacy Act Officer

# BPA Human Resources Desk Reference

## Telework Program

HR Desk Reference: 410-06-03

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# 1. Purpose & Background

This HR Desk Reference implements BPA HR Directive 410-06: Employee Leave, Work Schedules, and Telework.

## A. Introduction:

1. **Business objective:** Telework can help make employees more effective in their jobs and increase employee job satisfaction by decreasing employee commute times and promoting work/life balance. Telework can also enhance BPA’s ability to attract and retain the best possible workforce. In addition, this flexibility allows BPA to meet its business obligations to the region during an emergency or pandemic situation by enabling continuity of operations.
2. **Manager/employee expectation:** The manager and employee are expected to work together to determine criteria, objectives and milestones for work to be performed when teleworking. Employees and managers are required to complete training and assess the requesting employee’s appropriateness for participation in the telework program prior to establishing a Telework Agreement. Employees approved to telework will need to meet the terms and conditions outlined in the Telework Agreement.

## B. Objectives:

1. BPA recognizes that employees need to balance their professional life with their personal, health, and family responsibilities. One way that BPA supports employees in balancing work and other needs is through flexible work arrangements that allow employees to telework from home or another designated site for part of the work week. The goal of this policy is to enhance the use of telework at BPA to the maximum extent possible in order to better meet business objectives.
2. Effective performance management is a key component of a successful telework program. Employees must maintain a “meets” or higher performance rating to continue participation in telework. Teleworkers will be held accountable for the results they produce while teleworking the same as non-telework employees. Management expectations for performance should be clearly addressed in the employee’s performance plan and in the terms and conditions of the Telework Agreement. Performance plans and Telework Agreements should be reviewed annually to ensure the standards do not create inequities or inconsistencies between teleworking and non-teleworking employees.

## C. Background:

Legislative mandate for telework was established in 2000 (§359 of Public Law 106-346). This law stated that “each executive agency shall establish a policy under which eligible employees of the agency may participate in telecommuting to the maximum extent possible without diminished employee performance.”

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On December 9, 2010, the Telework Enhancement Act (TEA) was signed into law. The TEA provides that telework: 1) is a useful strategy to improve Continuity of Operations to help ensure that essential Federal functions continue during emergency situations; 2) promotes management effectiveness when telework is used to target reductions in management costs and environmental impact and transit costs; and 3) enhances work-life balance, i.e., telework allows employees to better manage their work and family obligations, retaining a more resilient Federal workforce able to better meet agency goals.”

BPA launched a Telework Program in 1995 with established policy (Personnel Letter) by 1996. Participation in telework remains a voluntary option with supervisory approval and should not be viewed as an entitlement or right.

## 2. Applicability

This HR Desk Reference is applicable to all BPA federal annual employees who are eligible for telework. BPA hourly employees are not eligible for telework. BPA’s contractor workforce is not covered by the guidelines in this policy.

## 3. Terms & Definitions

- A. **Alternative worksite:** A defined work space in an employee’s home, a BPA-designated satellite work center or other location unique to a specific request.
- B. **Contingent workforce:** Non-employee contract labor performing work essential to BPA activities. Types of the contingent workforce include supplemental labor, consulting services, and outsourced services that perform engineering services, professional services, facilities maintenance, and construction.
- C. **Business Continuity of Operation Plan (COOP):** Refers to measures designed to ensure that functions essential to the mission of the Agency can continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, public health emergencies, and technological or attack-related emergencies.
- D. **Core hours:** Hours during the workday, workweek, or pay period that are within the tour of duty during which an employee is covered by a flexible work schedule and is required by the agency to be present for work, including while teleworking. BPA core hours are 9 a.m. to 3 p.m.
- E. **Official duty station:** An employee’s official worksite location or alternate telework site and documented in the employee’s OPF.
- F. **Telework or teleworking (formerly Telecommute or Telecommuting):** A flexible arrangement under which an employee performs the duties and responsibilities and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work.
- G. **Telework Agreement:** The Telework Agreement provides clarity of work objectives, expectations of the employee and manager, and a reference for future change in the work

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arrangement, if necessary. Employees and managers are expected to discuss the telework arrangements during annual performance reviews and should meet periodically to review and discuss the Telework Agreement and mutual expectations.

H. **Tour of Duty:** The hours of a day (a daily tour of duty) and the days of an administrative workweek (a weekly tour of duty) that are scheduled and approved in advance.

I. **Acronyms:**

1. **COOP:** Business Continuity of Operations Plan
2. **CFR:** Code of Federal Regulations
3. **DOE:** Department of Energy
4. **HCM:** Human Capital Management
5. **HRD:** Human Resources Director
6. **NEO:** New Employee Orientation
7. **OPF:** Official Personnel Folder
8. **OPM:** Office of Personnel Management
9. **SF:** Standard Form
10. **TEA:** Telework Enhancement Act
11. **TMO:** Telework Managing Officer

**4. Responsibilities**

A. **The Telework Managing Officer (TMO):** a designated executive official at DOE.

B. **BPA Human Resources Director or his/her delegate:**

1. Annually notifies all annual and hourly Federal employees of their eligibility for telework based on the position to which assigned in compliance with the provisions of the Telework Enhancement Act of 2010;
2. Notifies all new hires of their position’s eligibility for telework within one week of reporting for duty;
3. Notifies ineligible annual employees;
4. Promotes the enhanced use of telework per the Telework Enhancement Act of 2010;
5. Approves policies and procedures for BPA’s telework program consistent with current laws and OPM and DOE guidelines;
6. Evaluates the effectiveness of the telework program;
7. Provides advice and assistance to managers and employees regarding telework; and

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8. Ensures that HCM submits reports, as required, to the DOE and/or the OPM on a quarterly and annual basis.

**C. BPA Telework Coordinator:**

1. Administers the telework program;
2. Collects, tracks, and monitors Telework Agreements;
3. Proposes policy and program guidance;
4. Provides training and information to employees and managers; and
5. Prepares quarterly and annual reports as required by the TMO, the DOE, and the OPM.

**D. Managers/Supervisors:**

1. Initiates a discussion with employees before approving, disapproving, modifying or cancelling Telework Agreements and related requests, e.g., equipment, tasks, etc.;
2. Ensures that Telework Agreements comport with the provisions of the policy;
3. Reviews Telework Agreements annually (normally during the annual performance appraisal rating);
4. Ensures that prior to approving a Telework Agreement, the employee and manager have completed the established telework training;
5. Evaluates Telework Agreements in a timely manner (generally within 2 weeks) to ensure that approval, modifications, or disapproval are based upon the criteria outlined in this HR Desk Reference, unless the Telework Agreement is a result of a reasonable accommodation. In that case, the review is within HCM's Reasonable Accommodation Office's authority;
6. Ensures an annual review of all Telework Agreements normally at the start of the fiscal year when new performance standards are put in place;
7. Cancels the Telework Agreement at any time based upon changes in business/work needs, employee abuse of the privilege, or less-than-expected job performance by the employee;
8. Integrates telework to the fullest extent possible to ensure continuity of operations;
9. Requires for agency mission and business related needs, with reasonable notice, that the employee temporarily work at the traditional office during previously scheduled telework times;
10. Ensures the Telework Agreement is updated as circumstances change;
11. Ensures the employee understands and agrees with the terms and conditions of the Telework Agreement;
12. Ensures that communication requirements and methods are established prior to teleworking (and maintained during teleworking) that facilitate communication with the employee's manager, impacted work group and other collaborative partners;

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13. Establishes clear performance expectations and monitor and effectively evaluate the employee's performance;
14. Maintains fairness in assigning work and rewarding performance;
15. Discusses with new employees, if eligible, how to participate in telework;
16. Ensures equipment and other related expenses meet business objectives;
17. Ensures that employees who telework report their time under the correct time reporting code(s);
18. Ensures teleworkers receive the same opportunities as non-teleworkers; and
19. Communicate clear and specific requirements for evaluation of the telework program, collaboratively between the manager and employee/teleworker.

**E. Employees:**

1. Initiates telework participation request if desired;
2. Ensures that Telework Agreement comports with the provisions of the policy;
3. May cancel their Telework Agreement anytime;
4. Continuously assesses telework arrangements to ensure effectiveness;
5. Are familiar with BPA's emergency plans (continuity plan, pandemic plan, etc.) and their manager's expectations for how they will telework during such events;
6. Ensures that communication requirements and methods are established prior to teleworking that facilitate communication with the employee's manager, impacted work group, and other collaborative business partners;
7. Maintains a "meets" or higher performance rating and the terms and conditions of a Telework Agreement;
8. Ensures that applicable policies and procedures are followed with regard to removal of/accountability for government property, records and documents, approval of overtime, leave, alternative work schedule, etc.;
9. Keeps informed on current Information Technology policies;
10. Evaluates their use of the Telework program collaboratively with their manager and
11. Documents all time spent teleworking under the appropriate time reporting code(s).

**5. Program administration requirements and guidance**

- A. **Eligibility:** All annual federal employees are considered eligible for telework unless they are deemed ineligible for reasons in part B of this section. All new annual employees will be notified of eligibility during attendance at NEO or within one (1) month of employment.

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**B. Ineligibility:**

1. BPA hourly employees.
2. In accordance with the Telework Enhancement Act of 2010, annual employees who have been formally disciplined for the following reasons are ineligible to telework for as long as the disciplinary action remains in the employee’s OPF:
  - a) The employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year; or
  - b) The employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
3. Positions that on a daily basis involve direct handling of classified materials or an on-site activity that cannot be handled at an alternative worksite, i.e., information that must be processed on a secured network that is only available at the BPA work site. Employees occupying such positions shall be notified in writing, including the specific business reason that management has determined the employee to be ineligible no later than February 1 of each calendar year.

**5.2 Participation requirements**

- A. Employees should notify their managers if they would like to discuss telework participation. Prior to entering into a Telework Agreement, employees and managers should discuss participation considerations outlined in this section and when possible resolve any obstacles and set mutual expectations. Generally, managers should complete the evaluation of an employee request within 2 weeks.
- B. To participate in Telework, an employee must:
  1. Complete telework training (employee and manager);
  2. Have adequate equipment in place (BPA is not obligated to pay expenses but may provide additional equipment for telework);
  3. Maintain a “meets” or higher performance level;
  4. Have dependent care arrangements in place , if needed;
  5. Establish and maintain a safe alternate worksite;
  6. Discuss the terms and conditions of the telework arrangement; and
  7. Establish a signed Telework Agreement.
- C. **Participation considerations:** BPA managers will not modify jobs or assign duties solely to accommodate telework. However, most jobs include some duties that are considered to be “portable” in that they generally can be performed at an approved alternative worksite.

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Examples of portable work are: reading reports, analyzing or creating documents and studies, preparing written letters, memorandums, reports, contracts, schedules, and other documents; developing software; scheduling meetings and responding to e-mail; and participating in conference calls, e.g., using LIVE Meeting; etc.

D. Managers and employees should review the following considerations to determine whether telework participation is appropriate for the position and set expectations accordingly:

**1. Work standards:**

- a) The employee's ability to work independently and alone for long periods of time.
- b) Any obstacles the employee may face when working in an environment without traditional structure and support systems.
- c) Any obstacles related to accessing large amounts of hard-copy data or sensitive information.
- d) How communication and collaboration with the manager, peers, clients or the general public will be maintained.
- e) How to successfully remain a member of the work team.
- f) The employee's ability to work without access to materials that cannot be removed from the employee's official duty station.

**2. Duties:**

- a) Existing job duties that may be appropriate for telework. Different job duties will not be assigned to enable the employee to participate and not all duties are appropriate;
- b) Assigned duties should be measureable to gauge the employee's performance;
- c) Informational needs from other sources (research, other employees, etc.) to complete the telework duties.

**3. Communication:**

- a) Requirements for access to the employee at the alternative worksite by the immediate manager, the employee's work group and other work groups during duty hours;
- b) Obstacles and adjustments the manager and work group may face because the employee is teleworking;
- c) Basic work processes and how they may need to change to accommodate teleworking.

**4. Work space:**

- a) Distractions that may occur at the alternate work site and how to deal with them;
- b) Additional costs that might be incurred and who will pay for them;
- c) Whether the employee will need infrastructure support, such as highly specialized or very expensive equipment, etc.

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5. **Other:**

- a) A possible trial period of up to 90 days;
- b) Other issues unique to that employee, immediate manager, or work group.

**5.3 Training**

The Telework Enhancement Act requires agencies to ensure that interactive telework training is completed prior to entering into a Telework Agreement. Once the employee and manager understand the requirements for participation in teleworking and have agreed mutually upon telework expectations, the manager and employee must complete the required telework training prior to teleworking or approving a telework agreement within two weeks. A Telework Agreement cannot be approved without the manager and employee completing the required training.

**5.4 Telework arrangements**

Telework schedules can cover three types of telework arrangements: medical, regular, and situational. Telework Agreements can be short-term to accommodate a specific situation, including up to a 90 day trial period, or ongoing in nature. Telework Agreements must be renewed annually. The types of arrangements are:

- A. **Medical:** Telework arrangements where an employee is working at the alternative work site because of medical reasons, such as recuperating from surgery or while receiving physical therapy or other treatment. It does not include time working while caring for others or bonding with a new infant once the employee has physically recovered from the maternity delivery.
- B. **Regular:** Telework arrangements at the alternative work site each week. Full workdays are recommended to achieve maximum teleworking advantages, i.e., reduce commuting time, improve productivity and reduce adverse environmental impact.
- C. **Situational:** Telework arrangements where an employee is working at the alternative work site on an occasional, non-routine, temporary or short-term basis. The employee or manager may use a situational basis to test the feasibility for use of telework on a regular basis.
- D. There are certain circumstances where employees may be allowed to work at the alternate work site up to full-time. These circumstances may include:
  - 1. Telework arrangements for reasonable accommodation for persons with disabilities;
  - 2. Ill or injured employees who are able to perform duties in a home setting during recovery; or
  - 3. Injured employees who are covered by the Federal Employees' Compensation Act (FECA) under the Office of Workers Compensation Program - <http://www.dol.gov/owcp/dfec/regs/compliance/ca-11.htm>. Management may identify work, subject to medical authorization, that can be performed during the 45 days of continuation of pay or during the period of compensation without time period restrictions,

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position classification considerations, or employee approval; and other reasons where it may be mutually beneficial to BPA and the employee for a business need.

## 5.5 Official worksite

The employee's designated "official duty station" will be reflected on the employee's SF-50. Rates of basic pay, locality pay, and travel reimbursements will be based on the official duty station or the location of the employee's alternate worksite. If the official duty station is changed to the alternate worksite, HCM must be contacted prior, to process the SF-50 when there is a change to the official worksite.

- A. The official worksite for an employee covered by a telework agreement is the location of the regular 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 would normally be scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to that regular worksite.
- B. In the case of a telework employee whose work location varies on a recurring basis, the employee need not report at least twice each biweekly pay period to the regular worksite established by the agency as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the employee's regular worksite. For example, if a telework employee with a varying work location works at least twice each biweekly pay period on a regular and recurring basis in the same locality pay area in which the established official worksite is located, the employee need not report at least twice each biweekly pay period to that official worksite to maintain entitlement to the locality payment for that area.
- C. The official worksite for an employee covered by a telework agreement who is not scheduled to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is the location of the telework site, i.e., home, telework center, or other alternative worksite, except in certain temporary situations when the employee:
  1. Is recovering from an injury or medical condition;
  2. Is affected by an emergency situation, which temporarily prevents the employee from commuting to the regular worksite;
  3. Is on temporary duty travel (TDY);
  4. Is on extended approved absence; or
  5. Is temporarily detailed to work at a location other than a location covered by the telework agreement.

In certain temporary situations, HCM may designate the location of the regular worksite as the official worksite of an employee who teleworks on a regular basis at an alternative worksite, even though the employee is not able to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite. HCM will evaluate such cases individually.

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## 5.6 Official Use of Time/Certification of Work Hours

Employees are required to use telework time for official purposes only. Employees are required to report all time during telework by using the appropriate time reporting codes on their timesheet as TELM (Medical), TELR (Regular), TELS (Situational). Managers must ensure that employees record all time and telework time appropriately.

## 5.7 Hours of Duty/Work Schedules

- A. The existing rules on hours of duty that pertain to employees working at the traditional worksite also apply to teleworkers. Work performed after normal hours of duty (unless approved in advance by the manager) on a voluntary basis, while commuting to the official duty station, or while in travel status does not constitute telework.
- B. Credit hours, compensatory time, overtime, etc. that is earned while in telework status are recorded just as if they were earned at the employee's official duty station. Employees in a telework arrangement are required to request approval for overtime and premium pay in the same manner they do at the traditional work site. Non-exempt employees covered under the Fair Labor Standards Act (FLSA) must request prior authorization to work overtime at the alternate worksite, unless ordered to do so by the manager.

## 5.8 Excused Absence

Authority for managers to grant excused absence at the alternate work site is the same as at the traditional worksite. However, when normal operations are interrupted by events beyond the control of managers or employees, excused absence is applied accordingly:

- A. Delayed arrival excused absence is not granted to teleworkers as the employee must arrive at the work site (official duty station) to be granted the excused absence.
- B. Early dismissal excused absence, with the exception of early dismissal for holidays or from a higher authority, e.g., DOE, President, etc. is not granted to teleworkers already working from the alternate worksite as they can continue (and are expected) to work from the alternate worksite.
- C. If there are unusual circumstances that prevent telework employees from working at their home or authorized telework sites, managers may grant excused absence. They should first consult with the BPA Telework Coordinator before granting any excused absence. Excused absence shall be granted, if necessary, for a reasonable time, e.g., power outage.

## 5.9 Emergency response teleworking — COOP

Managers are encouraged to plan and implement teleworking to the fullest extent possible within their workgroup to ensure continuity of operations.

- A. When BPA has activated business continuity teams this policy is superseded by directions from those teams.

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- B. Planning and integrating telework into a work group’s operations will help protect BPA employees and ensure that BPA delivers on its business obligations in the event of a serious emergency situation or pandemic health crisis.
- C. BPA employees who have been identified as key support staff for Business Continuity purposes should have adequate technological capacity in terms of equipment, software, remote access and connectivity, and should adhere to BPA’s telework guidance to the extent possible.
- D. Employees who have an approved Telework Agreement should plan to telework during dismissal and closure procedures due to weather and other emergencies.

**5.10 Equipment, expenses and supplies**

- A. The IT group requires that employees connecting to BPA from any off-site location use a BPA-approved remote access method. For a current list of BPA approved remote access methods, please see the IT Help/Remote Access web page.
- B. Employees will work through their supervisor to obtain the necessary equipment and access from the IT group to telework if needed.
- C. For employees who telework 1-6 times per month, the employee may have the option to:
  - 1. Access BPA’s Virtual Desktop Infrastructure (VDI), commonly known as myPC, using a personally-owned device; or
  - 2. Check out a BPA device from the IT group and return the equipment after each occurrence of telework. Equipment must be reserved in advance and is issued by the IT group on a “first come, first served” basis.
- D. For employees who telework on a regular, recurring basis that exceeds 6 times per month, the employee may have the option to:
  - 1. Access BPA’s Virtual Desktop Infrastructure (VDI), commonly known as myPC, using a personally-owned device; or
  - 2. Request that the IT group provide a device for the purposes of remote access to BPA. The IT group may, at their discretion, provide the teleworker with a single device for use at the employee’s official duty station and an alternative worksite.
- E. BPA will provide an employee with an approved reasonable accommodation with appropriate equipment to satisfy the accommodation. An employee who cannot physically transport or carry the equipment should contact the Reasonable Accommodations Coordinator for further assistance.
- F. An employee may use an employee-owned home computer system offline (without remote access to BPA) to create or edit unclassified documents, i.e., non-official use only, non-sensitive, or non-critical infrastructure-related documents. For consultation on what types of documents are considered official use only, sensitive, or critical, employees must consult their managers or visit BPA Security & Emergency Response – Information Security on BPA Connection.

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- G. BPA assumes no responsibility for upgrading, maintenance, damage, or replacement of any employee-owned equipment used for telework purposes.
- H. BPA-licensed software will not be issued for use on personally-owned equipment. The IT Help Desk will provide support only for BPA-owned computer equipment.
- I. Remote access to BPA is for work purposes only. BPA limited personal use policies also apply to persons accessing BPA resources from remote locations. Improper personal use of BPA resources may result in termination of remote access capabilities and appropriate disciplinary action.
- J. The employee’s organization may supply telephone headsets and other necessary equipment from the organization’s budget. Employees may be provided BPA-furnished calling cards for long distance calls based on approved business needs.
- K. Telework employees may use the features of the BPA voice mail system. Employees must update their voice mail greeting to inform callers if they are available at another phone number. When teleworking, you may forward your work phone to your BPA cell phone or personal telephone number.
- L. BPA will not provide or maintain or pay for or reimburse for telecommunication services, such as internet access via a personal cell phone, DSL, cable modem, dial-up, etc. or home telephone expenses, to support teleworking from a non-BPA work site, except for long-distance charges that are required as part of the employee’s official duties.
- M. BPA will not reimburse for any personal computing equipment, including but not limited to: purchase or acquisition of a personally-owned device, software licenses, maintenance, repairs, or accessories.
- N. Expenses: With written manager approval, other costs that would be incurred by BPA regardless of the work site location may be paid by the employee’s organization.
- O. Office Supplies: Employees shall be allowed to obtain typical supplies such as paper, pencils, paperclips, file folders, etc. from the traditional work site. The employee is responsible for transporting supplies. BPA will not normally compensate employees who purchase their own supplies.
- P. Tax Implications: State income taxes will continue to be withheld based on the employee's official duty station (traditional work site) and not the alternate work site. Employees interested in possible tax deductions because of their work-at-home status should consult their tax advisors.

## 6. Processes & Procedures

### 6.1 Telework agreement submittal

- A. New or renewed Telework Agreements must be completed, reviewed, and approved prior to teleworking. Telework agreements are completed on the current telework agreement form

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and process. Renewed Telework Agreements must be completed after one year and each year thereafter. Renewed agreements will honor the most current telework guidance and a new trial period is not required.

- B. Modifications:** Managers must discuss the reasons for all modification with the employee and document the modifications on the Telework Agreement. Generally, an agreement may be modified for the following situations:
1. An employee with an existing Telework Agreement that authorizes either “regular” or “situational” telework who has a need to telework for medical reasons must revise their existing Telework Agreement to reflect the basis for telework. If the medical reasons are expected to last more than a few days, an employee will follow Reasonable Accommodation procedures.
  2. If the employee is temporarily detailed to a new position, the present agreement is suspended until the employee returns to the original position. The employee may initiate a new Telework agreement with the immediate manager for the detail position.
  3. When a new manager assumes supervision of a group, all existing Telework Agreements in the group should be reviewed by the new manager. Managers may modify the existing Telework Agreement according to their expectations or business needs following a discussion with the employee.
- C. Cancellation:** Managers and employees may cancel the Telework Agreement at any time. Managers must discuss the reasons for cancellation with the employee and document their reasons on the Telework Agreement. Generally, an agreement may be cancelled for the following situations:
1. Employees may cancel their agreement at any time by informing their manager in writing;
  2. Managers may cancel the agreement at any time (after discussion with the employee) based upon changes in business/work needs, employee abuse of the privilege, or failure to meet the terms and conditions of the agreement and this desk reference. Such reasons shall be documented on the Telework Agreement and provided to the employee;
  3. When a new manager assumes supervision of a group, all existing agreements in the group should be reviewed by the new manager. Managers may cancel the Telework Agreement according to their expectations or business needs and notify the employee in writing as to the specific reasons the agreement is being cancelled; and
  4. Telework Agreements are automatically cancelled if the employee changes permanent positions. A new agreement must be established with the manager of the new position. A trial period may be required.
- D. Disapproved requests:** When a telework request is denied, the manager is required to document the specific business reason(s) for disapproval on the Telework Agreement. Managers must return a signed and dated copy to the employee and the Telework Coordinator. Reasons for disapproval include:

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1. The employee is ineligible;
  2. The employee has not met the requirements for participation. Indicate which requirement(s) has/have not been met on the Telework Agreement; or
  3. Participation considerations could not be agreed upon. Indicate the participation consideration category(s) (work standards, duties, communication, or other) on the Telework Agreement.
- E. **Grievance:** If an employee’s request to telework has been disapproved, employees shall be notified of their right to grieve the decision. Employees who have been denied a request to participate in telework or whose Telework Agreement has been cancelled or modified may file a grievance. Bargaining unit employees must file grievances in accordance with the applicable Collective Bargaining Agreement(s). Contact either AFGE Local 928 at (503) 230-3547 or PDL Local 335 at (503) 230-3969. Non-bargaining unit employees must file grievances through formal administrative grievance procedures outlined in DOE Order 342.1A, “Administrative Grievance Policy and Procedure.”
- F. **Reasonable Accommodation:** An individual with a disability may request to telework as a reasonable accommodation under the Americans with Disabilities Act (ADA). Employees requesting telework as a reasonable accommodation should contact the Reasonable Accommodation Coordinator directly.

## 7. Performance & Monitoring

- A. In compliance with the Telework Act of 2010, the OPM requires federal agencies to provide “real time” data collection for telework for eligibility and participation. BPA’s Human Resources and Payroll offices established bi-weekly telework data feeds within their systems to track and report eligibility and participation (use of time reporting codes) on a bi-weekly basis that began in pay period 2012-06.

DOE’s Telework Managing Officer provides agencies with an annual participation goal and requires the quarterly reports, provided by BPA’s Telework Coordinator. These reports reflect the number of instances and hours as reported by use of the time reporting codes used for teleworking. DOE incorporates all data received from DOE agencies to report quarterly to OPM. The TMO also reports quarterly the status of meeting the DOE participation goal. To date, per DOE, no government measure has been established to require or measure productivity and telework.

- B. **Record Retention:** A Telework Agreement will be retained for 1 year, then either destroyed or superseded by a renewed agreement.

## 8. Authorities & References

- A. BPA HR Directive 410-06: Employee Leave, Work Schedules, and Telework
- B. Public Law 106-346, §359, 2000

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- C. Public Law 108-447, Division B, §622 of December 8, 2004
- D. Public Law 108-199, Division B, §627 of January 23, 2004
- E. Public Law 111-292, “Telework Enhancement Act of 2010”
- F. 5 U.S.C. Chapter 65 Telework
- G. 5 C.F.R. 531.605 (Official Worksite)
- H. OPM Guidance on the Telework Enhancement Act of 2010, 12/13/10
- I. HR Desk Reference on DOE-Flex, DOE’s Telework Program, July 2010.
- J. American Federation of Government Employees, Local 928 Collective Bargaining Agreement
- K. Professional Division of Laborers’ International Union, Local 335, Collective Bargaining Agreement
- L. Information and Governance and Lifecycle Management Regulations
- M. Related HR Desk References:
  - 1. 410-06-01: Leave Administration
  - 2. 410-06-02: Hours of Duty and Credit Hours

**9. Contacts**

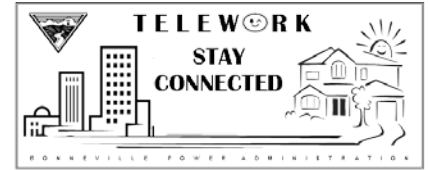
For information on Telework, contact the [TeleworkCoordinator@bpa.gov](mailto:TeleworkCoordinator@bpa.gov) mailbox or visit the web page at <https://connection.bud.bpa.gov/employee-center/hr-services/Pages/Telework-Program.aspx>.

**10. Revision History**

Version Number	Issue Date	Brief Description of Change or Review
1.0	4/18/2016	Initial issuance.
1.1	3/20/2020	Revision of out of date FAQ concerning forwarding phones; deletion of reference to BPAM Chapter 607, update of old references to PLs, updated broken links.

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# Appendix A: Telework Program FAQs



## TELEWORK PROGRAM

### Frequently Asked Questions

Telework home page: <https://connection.bud.bpa.gov/employee-center/hr-services/Pages/Telework-Program.aspx>

**Q. What are the Telework Enhancement Act’s requirements for teleworking?**

**A.** The requirements of the Act include:

- determining eligibility/ineligibility for all employees;
- notifying all employees about eligibility/ineligibility and participation;
- requiring and providing telework training;
- requiring a telework agreement;
- incorporating business continuity (COOP) language and guidance into BPA’s telework policy.

**Q. Who is eligible to participate in teleworking at BPA?**

**A.** All BPA federal annual employees are eligible to request teleworking and participation is voluntary. However, it is not a right and not all duties are suitable for telework. Employees should notify their manager if they would like to discuss telework participation, and discuss the considerations provided in this desk reference such as: the ability to work independently, determining any obstacles related to working at the alternate worksite, determining what type of duties might be suitable for teleworking, IT and communication requirements and other issues unique to the employee, manager or work group. Teleworking may be approved on a trial basis for up to 90 days to “test” if teleworking is successful.

**Q. Who is ineligible to telework at BPA?**

**A.** BPA’s hourly employees are not eligible for telework. BPA’s contractor workers are not covered by the Telework guidelines. Annual employees who have been formally disciplined for the following reasons are ineligible to telework for as long as the disciplinary action remains in the employee’s Official Personnel Folder:

- The employee has been officially disciplined for being absent without permission (AWOL) for more than 5 days in any calendar year; or

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- The employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
- Positions that on a daily basis involve direct handling of classified materials or an on-site activity that cannot be handled at an alternative worksite, i.e., information that must be processed on a secured network that is only available at the BPA work site. Employees occupying such positions will be notified in writing by the manager (including the specific business reason that management has determined the employee to be ineligible) no later than February 1 of each calendar year.

**Q. How are employees notified of eligibility and participation?**

A. This information is located on the [Telework page](#). New employees at BPA will receive Telework information and the eligibility notification in the New Employee Orientation packet.

**Q. Why is telework training required? (Training is only required to be taken once)**

A. The Telework Enhancement Act requires that annual employees who telework successfully complete training prior to starting a new telework agreement (Telework 101 Employee training).

Managers only need to complete the Telework 101 Manager training. Managers of annual employees must complete the training prior to approving a telework agreement.

The links to training are available on the [Telework webpage](#), and completion is documented in HRmis and a completion certificate can be printed, but is not required to be attached to the Telework Agreement. The terms and conditions on the telework agreement also provide a check box if the telework agreement has been completed.

**Q. Why is a telework agreement required?**

A. An agreement is required under the Telework Enhancement Act. It also establishes terms and conditions for the employees to follow while in a telework status with their manager’s approval. It provides clarity of work objectives and expectations while an employee is in telework status. It creates a living document that should be discussed periodically.

**Q. How often do I need to renew my Telework Agreement?**

A. The telework agreement is still renewed annually and required for a new telework arrangement, a modification (as provided in the desk reference) or annual renewal (prior versions of the form will not be accepted). Employees with a current agreement

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in place may submit the revised telework agreement form upon their next renewal. Employees who currently telework or who would like to discuss teleworking with their manager should review the HR Directive and the Desk Reference.

**Q. What if my telework agreement is cancelled or disapproved by my manager?**

**A.** Prior to canceling or disapproving a telework agreement, the manager must discuss the situation with the employee, then indicate the type of disapproval or cancellation (by use of a drop-down menu on the telework agreement) and document the specific valid business reason. When the agreement is submitted, the employee will receive an e-mail notification and can view the agreement from the link in the e-mail. Employees may use [existing grievance procedures](#) whose telework agreement has been canceled or disapproved. Note: When a new manager takes over supervision of a group, all existing agreements in the group should be reviewed by the new manager and approved, modified or disapproved according to the new manager’s business/work needs.

**Q. If I don’t want to telework any longer, can I cancel the agreement?**

**A.** Yes. Since participation is voluntary, the employee may cancel his/her agreement at any time, by accessing the Service Connection portal/Personnel/Telework Request. Open the current agreement and select to cancel the agreement. The manager will receive an e-mail notification to “approve”, and the agreement will show as cancelled in the employee/manager dashboard. Providing a comment in the Notes section of the agreement is optional.

**Q. If I am on a detail, do I need a new teleworking agreement?**

**A.** Yes. The employee’s present telework agreement is considered *suspended* until the employee returns to the original position. A new agreement will need to be put into place, if approved, during the duration of the detail.

**Q. What are the types of telework arrangements?** (Note: teleworking hours are considered “regular” hours and should replace the REG hours code on the timesheet).

**A. Teleworking Regular (TELR)** normally occurs on specific day(s) per week as approved by the manager, e.g. every Tuesday and Thursday. **Teleworking Situational (TELS)** occurs on an occasional, non-routine, or could be for a temporary or short-term basis, or while completing a specific project. **Teleworking Medical (TELM)** occurs because of an employee’s medical reasons, such as recuperating from surgery, or before/after receiving physical therapy or other treatment.

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**Q. What if I telework on a situational basis, but also need to telework for a medical reason?**

- A. If a formal agreement is already in place for situational or regular teleworking, a new formal agreement should be submitted to indicate the medical teleworking, if it will last more than a few days. Both situational and medical should be indicated on a new teleworking agreement, with the beginning and ending date of the medical teleworking.

**Q. What is my official duty station when I telework in a different state/city than where I work?**

- A. The official duty station is used to determine pay rates, travel entitlements, and withholding of state income tax.

<b>If the employee...</b>	<b>Then the worksite is...</b>
...is scheduled to report to official worksite two times per pay period	Official worksite/ Duty Station
...is <b>not</b> scheduled to report to official worksite two times per pay period	Alternate official worksite/ Duty Station, e.g. telework site/home
...travels on a recurring basis but works at least twice per pay period in the same geographic area as the official worksite	Official worksite/ Duty Station

**Q. Can I telework while coming into work while riding MAX, the bus or at a café type Wi-Fi location?**

- A. Currently, BPA’s Telework guidance includes that the alternate work-site is a defined work space in an employee’s home, a BPA-designated satellite work center or other location unique to a specific request.

**Q. When teleworking, can I work overtime or credit hours?**

- A. Teleworkers can work overtime or earn credit hours with their manager’s approval – in the same manner as they do in the traditional worksite. (Note: the appropriate hours codes for overtime/comp. time or credit hours earned is recorded on the timesheet, instead of the teleworking hours codes.)

**Q. Can I continue to work a flexi-schedule when teleworking?**

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- A. Yes, teleworkers may work a flexi-schedule, including earning and using credit hours at manager’s approval. Any change or variation to the current schedule should be communicated to the manager/office. The arrival and departure time during teleworking days should be communicated to the manager and workgroup. Employees on a fixed or compressed work schedule may also continue to work that type of schedule while teleworking, with manager approval.

**Q. What if a group dismissal is announced while I’m teleworking?**

- A. Authority for managers to grant excused absence at the alternate worksite remains the same as the traditional worksite. When normal operations are interrupted by events beyond the control of managers or employees, typically, the teleworkers who is already teleworking can continue to work and will not need to be granted excused absence. However, excused absence is applied accordingly to teleworkers as stated in section 5.8. (Also see the revised Hazardous Weather information sheet). If a teleworker encounters a situation during a period of excused absence where he/she is prevented from working from home (e.g., power outage), then the excused absence may be authorized, but HCM should be notified (through HR Help, x3230).

**Q. Can I care for my dependents while teleworking?**

- A. Participation requirements for teleworking include that dependent care arrangements are in place (if needed). If the family member is ill, the employee should not be responsible for direct care while also trying to telework. If the employee is on maternity/paternity leave, there may be times throughout the day when work can be accomplished by teleworking, (i.e., while the baby is asleep), to save use of leave and help with work/life balance. (Arrangements for teleworking while a dependent (child or elderly) is in the home should be discussed and approved by the manager). The revised telework agreement form includes in the terms and conditions: *Dependent care arrangements, e.g., child care, elder care, or care of any dependent adults, are in place because I recognize that I may not use telework as a means for dependent care.*

**Q. What if I need supplies or IT equipment to telework?**

- A. Employees may obtain typical office supplies such as pencils, paper, paper clips, file folders from the traditional work site. The employee is responsible for transporting these supplies, and returning any unused supply. BPA will not compensate employees who purchase their own supplies. The employee’s workgroup will provide consistent and cost-effective parameters for IT equipment or other specific equipment needs. BPA is not obligated to provide equipment for both the employee’s official duty station and an alternative worksite, with the exception of long distance charges associated with the

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employee’s official duties, such as a calling card. Please review section 5.10 for further guidance on equipment, expenses and supplies.

**Q. How do I request IT equipment or remote access?**

- A. For loaner equipment, please submit the loaner pool request form (BPA F 1370.12e) to the IT Help Desk. To request a replacement for the desktop computer for a laptop computer or other IT equipment, please submit the Technology Resource Request (TRR) (BPA F 1370.11e) for manager approval then to the IT Help Desk. Please visit the Remote Access website at [https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/ITUserGuides/RemoteAccess\\_GettingStarted\\_UserGuide.pdf](https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/ITUserGuides/RemoteAccess_GettingStarted_UserGuide.pdf) for further information.

**Q. If one of my employees was determined ineligible to telework under the requirements of the Telework Enhancement Act, can he/she still utilize a BPA electronic device, laptop computer or have remote access while on travel status, during duty hours or after their duty hours at home?**

- A. Generally, yes. The term telework does not include any part of work accomplished while at your official duty station, while at another authorized site during duty hours, i.e., field station or office, while on official travel, or during non-duty hours (even if performed at home). Note: Work performed during non-duty hours may be compensable as overtime/compensatory time, with prior manager approval, and is recorded as such, but is not reported as teleworking).

**Q. What about safety concerns at the alternate worksite?**

- A. Upon approval of the agreement, managers should emphasize that the alternative work site must be safe and conducive to getting work done. If there is reason for concern, the manager will document their concern, meet with the employee to discuss, and can request to inspect the home workstation only if the necessary (within 48-hour notice during the employee’s tour of duty hours.) Employees should notify their manager if obstacles arise that could adversely impact their ability to work in a safe or healthful manner.

**Q. What if I have a medical condition or need reasonable accommodation to telework from home?**

- A. Specific equipment may be provided as a request for a medical condition, recovery from an on the job injury (OWCP) or for reasonable accommodation. If you need to request equipment for one of these reasons to telework from home, please contact your

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manager, HR Help (503-230-3230), or send an e-mail to the Reasonable Accommodation Outlook mailbox ([ReasonableAccommodationRequests@bpa.gov](mailto:ReasonableAccommodationRequests@bpa.gov)). Further information is available at the Reasonable Accommodation website at <https://connection.bud.bpa.gov/employee-center/reasonable-accommodation/Pages/reasonable-accommodation.aspx>.

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## FREQUENTLY ASKED QUESTIONS (FAQ's) cont.

### TELEPHONES

#### **Q. Can I forward my work phone # to my home or personal cell phone?**

**A.** Yes. Per the Voice and Video group, you may forward your work phone to your home or personal cell phone when you telework. Refer to the [Voice and Video](#) link under the Workplace Services tab on the BPA Connection home page for a complete list of forwarding options. It is recommended that you also update your work voicemail with your contact information to inform callers of your alternate contact phone number. Another option is just make your BPA cell phone your primary phone if you are not routinely at an assigned desk.

- ❖ **Per Section 5.10, J & L:** For other costs associated with remote access or phones, Employees may be provided BPA-furnished calling cards for long distance calls based on approved business needs. BPA will not provide or maintain or pay for or reimburse for telecommunication services (such as internet access via a personal cell phone, DSL, cable modem, dial-up, etc. or home telephone expenses) to support teleworking from a non-BPA work site, except for long-distance charges that are required as part of the employee's official duties.

#### **Q. Do I have to give out my personal cell or home phone# when I telework?**

**A.** No, but this should be taken into consideration when requesting and approving telework.

- ❖ **Per Section 4.E.6:** Ensure that communication requirements and methods are established prior to teleworking (and maintained during teleworking) that facilitate communication with the employee's manager, impacted work group and other collaborative partners.

#### **Q. If I telework on a regular basis or from a remote location, will I automatically get a BPA cell phone/device?**

**A.** No, the provisioning of a BPA cell phone or device is at manager's discretion. This should also be a consideration when requesting/approving teleworking.

- ❖ **Per Section 5.10.L:** The employee's workgroup will provide consistent and cost-effective parameters for IT equipment or other specific equipment needs. BPA is not obligated to provide equipment for both the employee's official duty station and an alternative worksite, with the exception of long distance charges associated with the employee's official duties, such as a calling card.

#### **Q. If I decide to share a work station, will we need a separate desk phone and phone #?**

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**A.** Currently, each employee will have their own phone and phone number assigned. It is suggested that you should also include your BPA or personal cell phone # as a second contact phone number.

**Q. If I telework from a remote location and call into a meeting, how do I avoid long distance charges?**

**A.** You can request a calling card from the Telephone Office, or set up a phone bridge to include a toll free#. Employees can also call the BPA Toll Free number 866-879-2303 and the operator will connect you to your call.

**PRINTING**

**Q. (a). Can I print while teleworking at home? (b). Are loaner printers available from the IT Help desk? (c). While teleworking from home, can I send work related documents to my home e-mail to work on and/or print from my personal, non-government printer?**

**A. (a)** Employees should refrain from printing government related documents while teleworking from home. Employees should take active steps to print at work any documents they will need hard copy prior to engaging in telework status. Efforts should be taken to minimize printing and paper usage and employees should not be incurring additional costs associated with printing and printer cartridges. Employees will not be reimbursed for these costs. The Cyber Security and Information Security office are still developing policies on this subject.

**b.** Per the IT Help Desk, loaner printers are no longer available.

**c.** No. Generally, government work should be performed on government approved systems or within BPA approved methods (myPC, RSA token, etc.). Specifically, documents containing sensitive information should only reside and be exchanged between approved systems. Likely, your home computer is not approved nor does it meet cyber security requirements. Teleworkers should not be e-mailing government information/documents to personal email accounts for the purposes of working on them at home or printing them.

**Q. How long will my print job be available to a shared printer?**

**A.** For the Konica and Xerox MFP's secure print function: On the Konica's it will delete (purge) the job after 24hrs, since they ordered the MFP without HD's we cannot set up user boxes to hold print jobs.

On the Xerox 7535 WorkCentre's the secure print job stays in the machine until the client deletes it.

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## IT/EQUIPMENT

### **Q. What type of devices will be available for the myPC migration?**

A. There are 2 types of thin clients:

- Fixed thin client – Small box that sits on your desk (cannot be taken home)
- Mobile thin client – Looks like a laptop (can be taken home)

The type of thin client that an end user will receive will be driven entirely on workflow and business requirements (see reference below). The default is for a user to receive a fixed thin client. Mobile thin clients are reserved for employees that will require internal mobility (such as a project manager or admin. assistant).

- ❖ **Per Section 510.L** BPA is not obligated to provide equipment for both the employee's official duty station and an alternative worksite. Any equipment that is disbursed will be documented on the Telework Agreement.
  - The IT group will provide a pool of laptops or similar devices for situational teleworkers who telework 1-6 times per month. This equipment may be checked out and returned for each occurrence of teleworking.
  - The IT group will provide a laptop or similar device (replacing desktop) for each teleworker who teleworks on a regular, recurring basis or more than 6 times per month.

### **Q. Can I use my home computer while teleworking?**

A. Yes. Beginning March 29, 2013, all users will have access to myPC from any device (Windows, Mac, Android, Linux, etc.) capable of running Citrix Receiver (a free web browser plug-in). This will provide everyone with remote access to Windows 7, Office 2010, Internet Explorer 8, and basic productivity tools.

## myPC

### **Q. Will I have access to ALL of my data at home with myPC?**

A. No. You will only have access to data that you have saved on the network (SharePoint sites, and mapped network drives such as *H:* & *W:*). If you have saved documents and data to the hard drive (*C:*) of your BPA computer, you should move it to a network location. This will ensure that you have remote access via myPC.

### **Q. Will I have access to ALL of my applications at home with myPC?**

A. No. myPC will provide everyone with remote access to Windows 7, Office 2010, Internet Explorer 8, and basic productivity tools. While not all workgroup and individual

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applications are available, users can be productive while teleworking with the default applications and tools available via myPC.

**Q. Is myPC secure? Can you see what's on my home computer?**

A. myPC complies with Federal data encryption requirements (FIPS 140-2) and NIST security guidelines (US Government Configuration Baseline). Given the technology, your home computer is only used as a terminal to view the myPC desktop running in the BPA data center. While all server activities are logged, BPA cannot view or control your home computer.

**Q. What type of Internet access do I need to use myPC?**

A. myPC is compatible with standard broadband Internet services (DSL, cable modem, fiber optic, wireless 3G/4G/4G LTE, etc.). Legacy dial-up Internet services are not recommended or supported.

**Q. I have an old computer. Can I still use myPC?**

A. Given the technology, your home computer is only used as a terminal to view the myPC desktop running in the BPA data center. As long as you are running an operating system that can support Citrix Receiver, the age of your computer should not inhibit you ability to access myPC.

**Q. What if I need further assistance during the myPC migration?**

A. A representative from Client Support will schedule a time to assist you with configuring your monitors and printers. During the "soft launch" if you experience technical issues, please contact the Help Desk (ext. 4357).

**Q. Why don't I get sound from my mobile or thin client device?**

A. Due to performance issues in the back office servers, custom sounds have been disabled. These devices do not come equipped with speakers. External speakers or headphones will be required for audio. For further information go to the myPC FAQ's at <https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/Pages/IT-Service-Desk.aspx>.

**Q. How do I setup a printer?**

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- A. There are many printers available throughout the network. Depending on your location, you can setup a printer in **myPC** by double-clicking the printer in an alphabetical list. Display the list of available printers in your location: 1. HQ, click the link [\\pihp001\](#); Vancouver, click the link [\\piep001\](#); Field sites, click the link [\\piep002\](#). 2. Double-click on the printer you want to use and a driver will be loaded and set as the default.

**HOURS OF DUTY**

**Q. Can I work an official compressed work schedule (e.g., four 10-hour days) to decrease the amount of time I will utilize office space or share a work station?**

- A. Under current policy, employees on a flexi-schedule may request to earn/use credit hours beyond their basic work requirement to adjust their weekly work schedule.
- ❖ Per Desk Reference 410-06-02, 5.1.D: If a flexi-schedule employee requests a compressed work schedule, it must include justification that the compressed work schedule is more suitable to accomplish business operations needs, and establishes the basic 80-hour bi-weekly work requirement to be completed in less than 10 workdays, e.g., four 10-hour days. A compressed work schedule must be approved in writing by the Tier 1 or equivalent manager (or any VP). The request to establish such a schedule is sent through Labor Relations, and may also require negotiations with the appropriate bargaining units.

An approved compressed work schedules is typically established by means of documenting coverage in a separate MOU or policy. (A part-time employee may also work an approved compressed schedule.) Note: Labor Relations must also be notified prior to changing an employee’s work schedule back to a flexi-schedule or other type of work schedule, and must justify a business operations need.

**INFORMATION GOVERNANCE AND LIFECYCLE MANAGEMENT (IGLM)** describes the policies, strategies, processes, practices, services and tools used by an organization to manage its information assets through every phase of their existence, from creation or receipt, through their useful life to final destruction or disposition to an institution approved for archival deposit of Public Records by the National Archives.

BPA's IGLM policies cover **ALL BPA** business-related recorded information existing or newly created in ALL formats or media regardless of physical form or characteristics (media-neutral). This includes but is not limited to: paper, negatives, photographs, drawings and microfilms (physical recorded information), as well as audio/video recordings, data and recorded information held on servers, computer, portable computers, memory sticks, personal digital assistants and mobile phones (Electronic Information). You can access policies guidance and tutorials through the link above. Also, required Web-Based Training will be available beginning in April and the IGLM team is available for information asset planning.

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**Q. Can I use my personal SmartPhone or iPad that links up to my BPA device to send or store BPA documents?**

A. Please refer to the IGLM Manual and Training at the link below. Portable devices (including PDA, Smart Phones, etc.) are used primarily for communication and should maintain only the minimum information assets needed to perform work responsibilities as they have a security risk.

**RESOURCES**

**INFORMATION PROTECTION** – An employee-owned home computer system may be used offline (without remote access to the BPA network) to create or edit (not print) unclassified documents, i.e., non-official use only, non-sensitive, or non-critical infrastructure-related documents. For consultation on what types of documents are considered official use only, sensitive, or critical, please talk with your manager or visit BPA Security & Emergency Response

You may also contact the Information Protection Outlook mailbox.

- INFORMATION GOVERNANCE & LIFECYCLE MANAGEMENT (IGLM)
- EXCHANGE 2010 FAQ'S
- IGLM MANUAL AND TRAINING
- IT HELP DESK - FAQ's
- LIVE MEETING Guidance
- SLMO Offsite Work Information (Contract Workers)
- TELEWORK Resources – Training, FAQ's, Participation Dashboard and further information.
- USING myPC FAQ's
- Office 2010 self-help modules Office 2010 Support.
- A representative from Client Support will schedule a time to assist you with configuring your monitors and printers. During the “soft launch” if you experience technical issues, please contact the Help Desk (ext. 4357).

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# BPA Human Resources Desk Reference

## Telework and Remote Work Program

HR Desk Reference: 410-06-03

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# 1. Purpose & Background

## A. Introduction:

Bonneville Power Administration Executive Management team will set the overall organization strategy and framework for the use of alternative work arrangements to meet short- and long-term business needs and its obligations to the ratepayers in the community.

The terms telework and remote work are forms of alternative work arrangements and workplace flexibilities. DOE-BPA inclusion of remote work as a work arrangement is largely a new endeavor. Telework and remote work can sometimes be mistakenly referred to interchangeably. However, telework and remote work are distinct work arrangements with differing requirements under applicable law and regulation.

Telework and remote work are voluntary arrangements initiated by employee request. To participate in a telework or remote work program the supervisor and employee must complete mandatory training. A telework or remote work agreement is required prior to participation, and the supervisor is required to assess the appropriateness of employee participation in telework or remote work prior to entering into a telework or remote work agreement. Employees with an approved telework or remote work agreement are required to meet the terms and conditions outlined in the telework or remote work agreement.

Telework and remote work can increase employee job satisfaction, promoting better work-life balance, reducing commute times, etc. Telework and remote work can also enhance BPA's ability to attract and retain the best possible workforce as well as enabling BPA to meet mission-critical business needs by keeping employees working during emergencies to ensure continuity of operations

## B. Objectives:

BPA recognizes that employees need to balance their professional life with their personal, health, and family responsibilities. One way BPA supports employees in work-life balance is through flexible work arrangements. The goal of this program is to enhance the use of workplace flexibilities to better meet business objectives.

Effective performance management is a key component to a successful telework and remote work program. Telework and remote work employees will be held accountable for the result produced the same as a non-teleworker or remote worker.

## C. Background:

The Telework Enhancement Act of 2010 requires executive branch agencies to establish policies under which eligible employees are authorized to telework. BPA is committed to creating a flexible and agile workforce that is better able to respond to local and world events and that highlights BPA's core values and principles of diversity, equity, inclusion, and accessibility.

While employees and supervisors alike enjoy positive outcomes resulting from alternative work arrangements, management retains the discretion to determine employee eligibility to

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participate in BPA’s telework and remote work program, subject to mission needs and the limitations and requirements described herein, the Telework Enhancement Act, and applicable OPM guidance.

## 2. Applicability

This HR Desk Reference is applicable to all BPA federal annual employees who are eligible for telework and/or remote work. BPA hourly employees are not eligible for telework, except in limited circumstances. BPA’s contractor workforce is not covered by the guidelines in this policy.

## 3. Terms & Definitions

- A. Alternative worksite: A defined workspace in an employee’s home, a BPA-designated satellite work center or other location unique to a specific request.
- B. BPA worksite: An official BPA location where work activities are based, generally considered a centralized location of an employee’s assigned organization.
- C. Continuity of Operation Plan (COOP): Refers to measures designed to ensure that functions essential to the mission of the Agency can continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, public health emergencies, and technological or attack-related emergencies.
- D. Contingent workforce: Non-employee contract labor performing work essential to BPA activities. Types of the contingent workforce include supplemental labor, consulting services, and outsourced services that perform engineering services, professional services, facilities maintenance, and construction.
- E. Core hours: Hours during the workday, workweek, or pay period that are within the tour of duty during which an employee is covered by a flexible work schedule and is required by the agency to be present for work, including while working virtually. BPA core hours are defined in [HR Desk Reference 410-06-02](#).
- F. Local Commuting Area (LCA): The 50-mile radius surrounding the BPA worksite or a remote worker’s Official Remote Worksite. Remote employees are eligible for travel reimbursement when reporting to the BPA Worksite if their Official Remote Worksite is outside of the LCA of a BPA Worksite.
- G. Medical Telework: A limited arrangement used only for definitive periods of confinement, rehabilitation, and/or recuperation from a serious illness or injury and may be a full-time and/or part-time arrangement depending on the medical situation.
- H. Official duty station: An employee’s official worksite location or alternate telework site and documented in the employee’s eOPF.
- I. Official Remote Worksite: The remote location (e.g., the employee’s home) from which an employee on a remote work arrangement regularly performs work, except in certain

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temporary situations (e.g., extended official travel or recovery from an injury or medical condition). The official worksite does not change when the employee does not perform work at the official work site due to an emergency per 5 CFR § 531.605 – Determining an Employee’s Official Worksite.

- J. Official Reporting Worksite: The regular BPA worksite of a teleworking employee’s position of record where the employee is scheduled to report two (2) days per biweekly pay period on a regular and recurring basis. For an employee whose work location varies on a recurring basis, the employee is not required to report twice each pay period at the regular official worksite (where the employee’s work activities are based) if the employee is performing work regularly within the locality pay area for that worksite. This definition does not apply to an employee teleworking as a reasonable accommodation.
- K. Realistic Commuting Distance: The distance a Remote (Restricted) employee might reasonably be expected to commute from their Official Remote Worksite to a BPA Worksite with some regularity (e.g., a few times a quarter), which is generally no more than 2.5 hours commuting time or approximately 125 miles in distance. When approving Remote (Restricted) arrangements, BPA will take into consideration the increased costs associated with Official Remote Worksites located outside the LCA of the BPA Worksite, as employees on such agreements are eligible for temporary duty TDY.
- L. Remote Work: Remote work is a work arrangement in which the employee continually works from an approved remote worksite (usually the employee’s residence) in the United States and is not expected to report to a BPA Worksite on a regular and recurring basis.
- M. Remote (All US): A designation that a position can support full-time remote work and the employee’s Official Remote Worksite may be located anywhere in the United States and the District of Columbia (i.e., may be outside of the locality pay area of the BPA Worksite).
- N. Remote Work (Restricted): A designation that a position can support full-time remote work, but the employee’s Official Remote Worksite must be located within the locality pay area of the BPA Worksite or must be a realistic commuting distance from the BPA Worksite for areas outside of a defined locality pay area.
- O. Routine Telework: A voluntary work arrangement that occurs as part of an ongoing, regular schedule wherein the employee is authorized to telework at least one day per pay period for non-medical reasons. The employee is authorized to telework at an approved alternative worksite on scheduled days and work at the Official Reporting Worksite on other days during each pay period.
- P. Situational Telework: A work arrangement wherein telework is approved on a case -by-case basis and the hours worked are not part of an ongoing and regular telework schedule. This is sometimes referred to as “ad hoc” telework, where the employee may be approved for situational telework for specific non-recurring assignments, special projects, or unscheduled events. Situational telework can also occur in response to a weather or safety event that prevents reporting to the regular workplace.

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- Q. Telework: Telework is a workplace flexibility that allows an employee to perform the duties and responsibilities of their position and other authorized activities from an approved worksite other than the Official Reporting Worksite (i.e., BPA Worksite).
- R. Telework Agreement: The Telework Agreement provides clarity of work objectives, expectations of the employee and manager, and a reference for future change in the work arrangement, if necessary. Employees and managers are expected to discuss the telework arrangements during annual performance reviews and should meet periodically to review and discuss the Telework Agreement and mutual expectations.
- S. Temporary Remote Work: A remote work arrangement that is typically established at the request of the employee to accommodate specific personal circumstances. This arrangement is distinct from Medical Telework.
- T. Tour of Duty: The hours of a day (a daily tour of duty) and the days of an administrative workweek (a weekly tour of duty) that are scheduled and approved in advance.
- U. Acronyms:

CBA	Collective Bargaining Agreement	NEO	New Employee Orientation
COOP	Continuity of Operations Plan	OGC	Office of General Counsel
CFR	Code of Federal Regulations	OPM	Office of Personnel Management
DOE	Department of Energy	RA	Reasonable Accommodation
eOPF	Official Personnel File	TEA	Telework Enhancement Act
GFE	Government Furnished Equipment	RCD	Reasonable Commuting Distance
HRSC	Human Resource Service Center	TDY	Temporary Duty (Travel Expense)
HRD	Human Resources Director	TMO	Telework Managing Officer

#### 4. Responsibilities

- A. The Telework Managing Officer (TMO): a designated executive official at DOE (i.e., Chief Human Capital Officer).
- B. BPA Human Resources Director or his/her delegate:
1. Annually notifies all annual Federal employees of their eligibility for telework based on the position to which assigned in compliance with the provisions of the Telework Enhancement Act of 2010;
  2. Notifies all new hires of their position's eligibility for telework within one week of reporting for duty;
  3. Notifies ineligible annual employees;

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4. Approves policies and procedures for BPA’s telework and remote work program consistent with current laws and OPM and DOE guidelines;
  5. Assists managers and employees and evaluates the effectiveness of the telework and remote work program;
  6. Ensures submittal of required reports to DOE and/or OPM (i.e., quarterly/annually); and
  7. Coordinates with the Office of General Counsel (OGC) prior to the termination of a remote work agreement, when appropriate.
- C. BPA Telework Coordinator:
1. Administers the telework program;
  2. Collects, tracks, and monitors Telework and Remote Work Agreements;
  3. Provides training and information to employees and managers; and
  4. Participates in quarterly meetings and prepares quarterly and annual reports as required by the TMO, DOE, and OPM.
- D. Manager/Supervisor:
1. For each position or group of similarly situated positions, determines whether any portion of the work can be performed at an alternative worksite. If so, the appropriate type of telework and/or remote work arrangement;
  2. For telework employees, determines the situation(s) and frequency that may be teleworked (i.e., up to a maximum of 8 days per pay period) and how to participate in the program;
  3. Ensures that telework and remote work agreement comports with policy provisions, including, but not limited to: a) required training is complete; b) review telework agreements annually (normally, during annual performance appraisals; c) telework agreement reflects up-to-date information (i.e., residence information, etc.);
  4. Evaluates telework and remote work agreements in a timely manner (e.g., telework agreements generally within 2 weeks and remote work agreements generally within 30 days), unless the telework or remote work agreement is a result of a reasonable accommodation (RA) process and authority. The supervisor will consider input received from the employee regarding requests to establish a remote work agreement (such as via the Remote Work Arrangement Analysis Tool), and is encouraged to discuss the input and decision with the employee;
  5. Modifies adjusts, or cancels telework agreements, at any time, based on changes when there is a change in business/work need, employee abuse of the privilege, and/or less-than-expected job performance;
  6. Modifies, cancels, or adjusts remote work agreement based on business needs consistent with applicable policy and regulations. Prior to making a change to a remote work agreement, consultation with HRSC Employee Relations is required;
  7. To the fullest extent possible, ensures continuity of operations by integrating telework;

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8. Ensures the Telework Agreement is updated as circumstances change;
9. Ensures the employee understands and agrees with the terms and conditions of the Telework or Remote Work Agreement;
10. Establishes expectation and method/means of communication to be maintained during telework and remote work with employee’s supervisor, workgroup, collaborative partners, customers, constituents, etc.;
11. Establishes clear performance expectations and monitors and effectively evaluates the employee’s performance; equitably assigns work; rewards performance; and ensures teleworkers receive opportunities as non-telework and remote workers;
12. Ensures BPA equipment (IT equipment, etc.) and expenses meet business needs and use is consistent with applicable policy; and
13. Ensures that program information, Official Use Only (OUO; including personally identifiable information), NERC-CIP, etc. and information and communications systems are protected, and ensures that documents with the potential to contain sensitive information are maintained or transmitted in accordance with applicable policy.

E. Employee:

1. Initiates telework or remote work participation request, if desired;
2. Provides input to the supervisor, such as via the Remote Work Arrangement Analysis Tool, when making a request to establish a remote work agreement.
3. Completes required training prior to entering into a telework and remote work agreement;
4. Ensures a telework or remote work agreement is submitted and approved prior to beginning an alternate work arrangement;
5. Complies with the terms and conditions of telework or remote work agreement and applicable policy and guidance;
6. Obtains written supervisory approval to modify or terminate telework or remote work agreement or changes their official remote worksite in accordance with requirements contained herein;
7. Reports to the official reporting worksite when ordered, request for telework is denied, or alternate work arrangement (telework or remote work) is suspended or terminated;
8. Continuously assesses telework arrangements to ensure effectiveness;
9. Becomes familiar with BPA emergency plans (COOP, pandemic, etc.) and supervisor’s expectation for telework or remote work during such events;
10. Ensures that communication requirements and methods are established prior to teleworking that facilitate communication with the employee’s manager, impacted work group, and other collaborative business partners;
11. Maintains a meets or higher performance rating and the terms and conditions of a Telework Agreement;

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12. Complies with applicable policies and procedures for the removal/accountability of government property; protection of information (PII, OUO, NERC-CIP, etc.); records, documents; overtime, leave, alternative work schedules; etc. ;
13. Keeps informed and follows current IT and cyber security polices;
14. Evaluates their use of the Telework and Remote Work program collaboratively with their supervisor; and
15. Records time and attendance in accordance with established procedures (i.e., uses proper time reporting codes (TRC ) for telework or remote work).

## 5. Program Administration Requirements and Guidance

Employee participation in telework or remote work is subject to management approval; management has the discretion to cancel telework and remote work agreements when in the best interest of BPA.

### A. Eligibility

1. All annual federal employees are considered eligible for telework unless they are deemed ineligible for reasons in part B of this section. All new annual employees will be notified of eligibility during attendance at NEO or within one (1) month of employment.
2. Positions determined or deemed eligible for remote work are at the discretion of management.

### B. Ineligibility

1. BPA hourly employees, with limited exceptions. Exceptions: BPA hourly employees temporarily detailed or on special work assignment to an annual job, or other special circumstance may be permitted to telework on a case-by-case basis. Prior coordination with the Labor Relations Office is required for any exception.
2. Current Federal employees will not be authorized to enter into a telework or remote work arrangement or will have their work arrangement terminated if:
  - a) They have been officially disciplined for being absent without leave (AWOL) for more than five (5) days in any calendar year;
  - b) They have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing Federal Government duties consistent with the guidance set forth in section 2635.704 of title 5, Code of Federal Regulations;
  - c) Telework or remote work continues to diminish employee or organizational performance, even after attempts to mitigate such diminishment have been attempted;

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- d) An employee is unable to access the BPA’s network or an employee’s access does not meet the network security requirements and no other work of equal or higher priority that is acceptable to the supervisor can be performed at an alternative worksite;
- e) The employee does not comply with the terms of the telework agreement; or
- f) On a daily basis, the position involves handling information or on-site activity that cannot be handled at an alternate worksite (i.e., use of secured network available at BPA worksite, etc.).

C. Exclusions and Restrictions

- 1. BPA will not consider or approve employee requests to remote work (permanent or temporary) at alternate worksites outside the United States and the District of Columbia.
- 2. BPA will not consider or approve employee requests to remote work at alternate worksites in the United States territories.

## 5.1 Telework Requirements

- A. Employee participation in telework is voluntary, except in certain emergency situations (e.g., official worksite closures, natural disasters, etc.).
- B. Employees should notify their managers if they would like to discuss telework participation. Prior to entering into a telework agreement, employees and managers should discuss participation considerations outlined in this section and when possible resolve any obstacles and set mutual expectations. Normally, managers should complete the evaluation of an employee request within two (2) weeks.
- C. To participate in Telework, an employee must:
  - 1. Complete telework training (employee and supervisor);
  - 2. Have adequate equipment in place (BPA is not obligated to pay expenses but if an employee is issued mobile government-owned equipment, it may be used for telework);
  - 3. Maintain a “meets” or higher performance level;
  - 4. Have dependent care arrangements in place, if needed;
  - 5. Establish and maintain a safe alternate worksite;
  - 6. Discuss the terms and conditions of the telework arrangement; and
  - 7. Establish a signed telework agreement.
- D. Participation considerations: BPA managers will not modify jobs or assign duties solely to accommodate telework. Most jobs, however, may include some duties that are considered “portable” that can be performed at an alternative worksite (e.g., reading reports, drafting and finalizing documentation, responding to e-mail correspondence, etc.).

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- E. Managers and employees should review the following considerations to determine whether telework participation is appropriate for the position and set expectations accordingly:
1. Work standards:
    - a) The employee's ability to work independently and alone for long periods of time.
    - b) Any obstacles the employee may face when working in an environment without traditional structure and support systems.
    - c) Any obstacles related to accessing large amounts of hard-copy data or sensitive information.
    - d) How communication and collaboration with the manager, peers, clients or the general public will be maintained.
    - e) How to successfully remain a member of the work team.
    - f) The employee's ability to work without access to materials that cannot be removed from the employee's official duty station.
  2. Duties:
    - a) Existing job duties that may be appropriate for telework. Different job duties will not be assigned to enable the employee to participate and not all duties are appropriate;
    - b) Assigned duties should be measurable to gauge the employee's performance; and
    - c) Informational needs from other sources (research, other employees, etc.) to complete the telework duties.
  3. Communication:
    - a) Requirements for access to the employee at the alternative worksite by the immediate manager, the employee's work group and other work groups during duty hours;
    - b) Obstacles and adjustments the manager and work group may face because the employee is teleworking; and
    - c) Basic work processes and how they may need to change to accommodate teleworking.
  4. Work space:
    - a) Distractions that may occur at the alternate work site and how to deal with them;
    - b) Additional costs that might be incurred and who will pay for them; and
    - c) Whether the employee will need infrastructure support, such as highly specialized or very expensive equipment, etc.
  5. Other:
    - a) A possible trial period of up to 90 days; and
    - b) Other issues unique to that employee, immediate manager, or work group.

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## 5.2 Training

The Telework Enhancement Act requires agencies to ensure that interactive telework training is completed prior to entering into a telework or remote agreement. Once the employee and manager understand the requirements for participation in teleworking or remote work and have agreed mutually upon telework or remote work expectations, the manager and employee must complete the required telework training prior to teleworking or approving a telework agreement within two (2) weeks. A telework agreement cannot be approved without the manager and employee completing the [required training](#).

## 5.3 Telework Arrangements

Telework schedules can cover three types of telework arrangements: Medical, regular, and situational. Telework Agreements can be short-term to accommodate a specific situation, including up to a 90-day trial period, or on-going in nature. Telework Agreements must be renewed annually. The types of arrangements are:

- A. **Regular (Routine):** A voluntary work arrangement that occurs as part of an ongoing, regular schedule wherein the employee is authorized to telework at least one day per pay period for non-medical reasons. The employee is authorized to telework at an approved alternative worksite on scheduled days and work at the Official Reporting Worksite on other days during each pay period.
  - 1. Routine telework agreements may be in effect indefinitely, as long as the employee's duties or responsibilities do not change significantly; however, agreements are subject to annual review and recertification. Any management-initiated change to the telework agreement is normally effective no sooner than 14 days, unless mutually agreed.
  - 2. Employees on regular telework agreements will have a minimum requirement to work at their official reporting worksite.
- B. **Situational:** Telework arrangements where an employee is working at the alternative work site on an occasional, non-routine basis (work assignments, special projects, etc.), or during unscheduled events, including a weather or safety event that prevents reporting to the regular worksite. The employee or manager may use a situational basis to test the feasibility for use of telework on a regular basis.
- C. **Medical:** A limited arrangement used only for definitive periods of confinement, rehabilitation, and/or recuperation from a serious illness or injury and may be a full-time and/or part-time arrangement depending on the medical situation. This arrangement is appropriate for the employee's medical condition throughout the period and not on an intermittent or periodic basis.
  - 1. A medical arrangement must be supported by acceptable documentation from the applicable medical service provider.

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2. The duration of a medical arrangement is determined by the specified period that the arrangement is in effect. It may be extended or reduced based on specific circumstance.
  3. A change in duty station is not required.
- D. There are certain circumstances where employees may be temporarily allowed to work at the alternate work site up to full-time. These circumstances may include:
1. Telework arrangements for reasonable accommodation (i.e., processed and authorized via RA program) for persons with disabilities.
  2. Ill or injured employees who are able to perform duties in a home setting during recovery.
  3. Injured employees who are covered by the Federal Employees' Compensation Act (FECA) under the [Office of Workers Compensation Program and Guidelines](#). BPA may identify work, subject to medical authorization, that can be performed during the 45 days of continuation of pay or during the period of compensation without time period restrictions, position classification considerations, or employee approval; and other reasons where it may be mutually beneficial to BPA and the employee for a business need.
  4. Temporary emergency situations (e.g., severe weather, natural disaster, public health crisis, etc.) that prevent an employee from regularly commuting to the official worksite.
- E. Telework arrangements require the employee to provide the physical address of the alternate worksite (residence, etc.).

## 5.4 Remote Work Arrangements

Remote work is a work arrangement in which the employee continually works from an approved remote worksite (usually the employee's residence) in the United States and is not expected to report to a BPA Worksite on a regular and recurring basis. Remote work is distinct from telework and results in a change in duty station to reflect the Official Remote Worksite.

- A. There are two categories of remote work arrangements, Remote (All US) and Remote (Restricted).
- B. The Official Remote Worksite is the location an employee on an approved remote work arrangement primarily works at on recurring basis. For pay and other purposes, and in accordance with 5 CFR § 531.605, the employee's Official Remote Worksite must be documented on their Standard Form 50 (SF-50) as their Official Duty Station.
- C. Employees on remote work arrangements are not eligible for parking or transit subsidy benefits.
- D. Annual certification of a remote work agreement is not required.
- E. Job Opportunity Announcements (JOA)/Vacancy Announcements (VA) may include remote work eligibility as a condition of Federal employment if the position is eligible and the duties support a remote work arrangement, as determined by management.

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- F. For currently occupied positions, remote work may not be mandated as a condition of employment without a signed agreement from the employee and supervisor. If entering into a remote work agreement for the first time, a personnel action is required even if an employee is not relocating from their current residence. The personnel action must be processed through BPA HR Service Center.
- G. Once a non-temporary remote work agreement is approved by all parties, the employee’s ability to work remotely becomes a condition of employment for the position of record. Failing to maintain any condition of employment, including the ability to work remotely, may result in administrative action, including removal from Federal service in accordance with appropriate due process procedures.
- H. Employees on remote work arrangements are not expected to report to a BPA worksite on a regular and recurring basis (e.g., every pay period), but may be required to do so with some regularity as determined by their supervisor (e.g., orientation, a few times a quarter, etc.) for work that cannot be performed remotely. Similarly, employees on remote work arrangements may occasionally be required to report to other non-BPA locations for work-related activities, such as training or field assignments.
- I. Travel Requirements and Reimbursement
  - 1. The proximity of travel from the employee’s Official Remote Worksite determines whether an expense is reimbursed as a temporary duty (TDY) travel expense, as described in the Federal Travel Regulation (FTR) in 41 CFR Part 301-11.
  - 2. A remote employee who travels outside the Local Commuting Area (LCA) of their Official Remote Worksite to report to a BPA Worksite or engage in other required work-related activities (e.g., training) is eligible for TDY and may be eligible for compensatory time off for travel, as well as per diem expenses (if the travel exceeds 12 hours) in accordance with the FTR. Travel authorizations are required for travel outside the LCA in accordance with [BPA Travel Manual](#).
  - 3. A remote employee who travels within the LCA of their Official Remote Worksite to report to a BPA Worksite is not eligible for TDY or local travel reimbursement, in accordance with the [BPA Travel Manual](#), nor are they eligible for compensatory time off for travel. Travel authorizations are not required for travel within the LCA in accordance with the [BPA Travel Manual](#).
  - 4. A remote employee who travels within the LCA of their Official Remote Worksite to engage in other work-related activities (e.g., training) is not eligible for TDY but may be eligible for local travel reimbursement. Such employee is not eligible for compensatory time off for travel. Travel authorizations are not required for travel within the LCA in accordance with [BPA Travel Manual](#).
- J. Remote Work Arrangement Analysis. BPA executives, managers and supervisors should conduct a formal and complete assessment of benefits and costs to determine if a remote agreement is mission-enabling and efficient.

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1. This review should include consideration of any impact on the mission needs of the organization and workgroup.
  2. It should also take into account the cost of any periodic travel to the BPA worksite, when the BPA Worksite would be outside the LCA of an employee's Official Remote Worksite, as well as the cost of travel to other locations where the employee is reasonably expected to travel from their Official Remote Worksite as compared to travel costs from the BPA Worksite.
  3. Managers may use the *Remote Work Arrangement Analysis Tool* to analyze the cost savings of a new or modified remote work arrangement to provide applicable business reasons for approving or denying remote work requests.
- K. When an employee enters into a remote work agreement and is subject to a management-directed reassignment for any reason, including diminishment of performance, and the employee chooses to separate instead of accepting the management-directed reassignment, the reassignment will not be considered involuntary; therefore will not include severance pay.

## 5.5 Official Worksite

- A. The employee's designated "official duty station" will be reflected on the employee's SF-50. Rates of basic pay, locality pay, and travel reimbursements will be based on the official duty station or the location of the employee's alternate worksite. If the official duty station is changed to the alternate worksite, BPA HRSC must be contacted prior, to processing the SF-50 when there is a change to the official worksite for remote work. (Note: Employees covered by a special salary schedule (SSR) no longer qualify for coverage, if the employee's designated official duty station is not specifically covered by the SSR schedule. Therefore, a change in duty station to a location not covered by SSR may result in a change in pay. When a change in pay occurs, the employee will be informed prior to the change)
- B. The official worksite for an employee covered by a telework agreement is the location of the regular 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 would normally be scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to that regular worksite.
- C. In the case of a telework employee whose work location varies on a recurring basis, the employee need not report at least twice each biweekly pay period to the regular worksite established by the BPA as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the employee's regular worksite. For example, if a telework employee with a varying work location works at least twice each biweekly pay period on a regular and recurring basis in the same locality pay area in which the established official worksite is located, the employee need not report at least twice each biweekly pay period to that official worksite to maintain entitlement to the locality payment for that area.

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- D. The official worksite for an employee covered by a telework agreement who is not scheduled to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is the location of the telework site, i.e., home, telework center, or other alternative worksite, except in certain temporary situations when the employee:
1. Is recovering from an injury or medical condition;
  2. Is affected by an emergency situation, which temporarily prevents the employee from commuting to the regular worksite;
  3. Is on temporary duty travel (TDY);
  4. Is on extended approved absence; or
  5. Is temporarily detailed to work at a location other than a location covered by the telework agreement.

In certain temporary situations, BPA may waive the requirement to report twice each biweekly pay period. This exception is intended to address certain situations where the employee is temporarily unable to report to the agency worksite for reasons beyond the employee's control. The temporary exception should generally be used only in cases where: (1) the employee is expected to return to work at the agency worksite in the near future, or (2) the employee is expected to continue teleworking and will be able to report to the agency worksite at least twice each bi-weekly pay period on a regular and recurring basis in the near future.

## 5.6 Official Use of Time/Certification of Work Hours

Employees are required to use telework or remote work time for official purposes only. Employees are required to report all time during telework or remote work by using the appropriate time reporting codes on their timesheet such as TELM (Medical), TELR (Regular), TELS (Situational). Remote Work is recorded as time reporting code REG (Regular Hours). Managers must ensure that employees record all time and tele work and remote work time appropriately.

## 5.7 Hours of Duty/Work Schedules:

- A. The existing rules on hours of duty that pertain to employees working at the BPA worksite also apply to telework and remote workers. Work performed after normal hours of duty (unless approved in advance by the supervisor) on a voluntary basis, while commuting to the official duty station, or while in travel status does not constitute telework or remote work.
- B. Time spent in a telework and remote work status is official duty time; employees are expected to perform BPA business only.
- C. Credit hours, compensatory time, overtime, etc. that is earned while in telework or remote work status are recorded just as if they were earned at the BPA location worksite. Employees in a telework arrangement are required to request approval for overtime and premium pay in the same manner they do at the BPA work site. Non-exempt employees covered under the Fair Labor Standards Act (FLSA) must request prior authorization to work overtime at any worksite, unless ordered to do so by the manager.

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Telework and remote work schedules must meet the requirements of applicable HR Directive 410-6 and Desk Reference Guide, 410-06-03 for Hours of Duty and Credit Hours. Employees covered by compressed work schedule (CWS) or other alternate work schedule established under HR Directive must meet the requirement of the fixed schedule.

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## 5.8 Continuity of Operations (COOP) and Emergency Events

Managers are encouraged to plan and implement teleworking or remote work to the fullest extent possible within their workgroup to ensure continuity of operations.

- A. When BPA has activated business continuity teams this policy and the provisions of telework agreements are superseded by COOP plans and directions from those teams.
- B. When changes in the operating status of the Federal Government or a BPA facility or a COOP event impact the normal operations of the BPA Worksite/Official Reporting Worksite, it is expected that employees on telework and remote work agreements will perform work, including when an event occurs on a day an employee would normally report to a BPA worksite or official reporting worksite. See Section 5.10 regarding when excused absence may be granted.
- C. If there are factors present that prevent or impact an employee’s ability to effectively perform their duties at home (e.g., care of children when schools or care facilities are closed due to weather or an emergency event), a teleworking/remote employee must account for work and non-work hours during their tour of duty and take appropriate leave (paid or unpaid) for time spent away from normal work-related activities.
- D. Certain employees may be required to report onsite during emergency situations to perform their official duties; such employees are ineligible for telework during emergencies.
- E. At least annually, supervisors must notify emergency-designated employees in writing of the requirement for them to report to the BPA Worksite or work from an alternative worksite when Government operations are disrupted.
- F. If an employee’s duties during an emergency event are different from their normal duties, supervisors should include a description of those duties with the employee’s situational telework agreement.
- G. In the event of an emergency, employees in positions not eligible for telework may become eligible on a temporary basis. Similarly, an employee whose request to telework has been denied, suspended, or canceled may receive a temporary exception to telework during an emergency.
- H. Any employee designated as a member of their organization’s Continuity Emergency Response Group will be required to have at least a situational telework agreement in place, in accordance with BPA Continuity of Operations policy and BPA Policy 260-1, Continuity of Operations and Emergency Management.
- I. An employee’s Official Reporting Worksite/Official Remote Worksite does not change when the employee does not perform work at that site due to an emergency.
- J. If a teleworking or remote employee is forced to evacuate, they must report the new location (physical address) from which they are working to their supervisor.

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## 5.9 Performance Management

- A. Telework, remote work, and onsite employees must be treated equally for the purposes of work requirements, performance standards and expectations, periodic appraisals of job performance, training, awards, reassignment, promotion, reduction in grade, retention, and other personnel actions requiring management discretion.
- B. The supervisor's expectations of an employee's performance should be clearly addressed in the telework or remote work agreement and should be consistent with the performance plan. As with onsite personnel, employees must be held accountable for the results they are expected to produce during an alternate work arrangement.

## 5.10 Excused Absence

The authority for managers to grant excused absence at the alternate work site is the same as at the traditional worksite. However, when normal operations are interrupted by events beyond the control of managers or employees, excused absence is applied accordingly:

- A. Employees on approved telework or remote work agreements are not eligible for Weather and Safety Leave (WSL) in accordance with 5 CFR § 630.1605, unless there are extenuating circumstances preventing them from working from their alternative worksites.
  - 1. If there are unusual circumstances that prevent telework and remote work employees from working at their home or authorized location, managers may grant excused absence, but are required to consult with the BPA HRSC Employee Relations, before granting any excused absence. Such factors as the nature of the employee's interactions with the worksite affected by the dismissal or closure; the nature and severity of the emergency situation; the duration of the situation; and other circumstances should be considered in determining a reasonable amount of time.
  - 2. Delayed arrival excused absence is not granted to telework and remote workers as the employee must arrive at the work site (official duty station) to be granted the excused absence.
- B. Early dismissal excused absence (building closures, etc.), with the exception of early dismissal for holidays or from a higher authority (e.g., DOE, President, etc.), is not granted to telework and remote work employees already working from the alternate worksite as they can continue (and are expected) to work from the alternate worksite.
- C. Planning and integrating telework into a work group's operations will help protect BPA employees and ensure that BPA delivers on its business obligations in the event of a serious emergency situation or public health crisis.
- D. BPA employees who have been identified as key support staff for Business Continuity purposes should have adequate technological capacity in terms of equipment, software, remote access and connectivity, and should adhere to BPA's telework and remote work guidance to the extent possible.

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- E. Employees with approved telework and remote work agreements should plan to work during early dismissal or closures due to weather and other emergencies.

**5.11 Equipment, Expenses and Supplies**

- A. Remote Network Access: Information Technology (IT) requires that employees connecting to BPA from any off-site location use a BPA-approved remote access method. For a current list of BPA-approved remote access methods, please see the IT Help/Remote Access web page .
- B. Government-Furnished Equipment (GFE): Telework and remote work arrangements are voluntary. BPA may issue approved mobile government-furnished equipment (GFE) based on business needs and/or office supplies necessary for employees conducting official business while in a telework and remote work status. See [Appendix A](#) for information regarding GFE.
  1. Employees will work through their supervisor to request approved equipment (based on business needs) and remote access from the IT group, if needed.
  2. When GFE is used, it must be used and maintained in accordance with BPA policies, practices, and procedure and returned upon termination of a telework or remote work agreement. BPA is responsible for maintaining GFE records and is responsible for paying the cost of returning GFE, as appropriate.
  3. Employees requesting equipment in relation to a reasonable accommodation request, must use the RA process and procedure. Contact BPA Local Reasonable Accommodation Coordinator for further assistance.
  4. BPA-licensed software will not be issued for use on personally-owned equipment. The IT Help Desk will provide support only for BPA-owned computer equipment.
  5. When required to use specific communication (e.g., cell phone) or IT equipment, BPA will provide the equipment.
  6. BPA will not provide duplicate GFE to an employee to equip multiple work sites, unless required by a reasonable accommodation.
- C. Employee-Owned Equipment: Employees may use personally-owned computers to access BPA’s myPC virtual desktop infrastructure. BPA assumes no responsibility for upgrading, maintenance, damage, or replacement of any employee-owned equipment used for telework purposes. BPA will not reimburse for any personal computing equipment, including but not limited to: purchase or acquisition of a personally-owned device, software licenses, maintenance, repairs, or accessories, or internet service provider charges.
- D. Expenses and Costs: BPA is not responsible for operating costs, home maintenance, insurance, utilities, internet access service and fees, and/or replacement or damage of privately-owned equipment (unless caused by BPA resources) used for telework or remote work purposes; or any other incidental expense not specifically and expressly authorized by their supervisor in writing prior to incurring such cost.

With written manager approval, other costs that would be incurred by BPA regardless of the work site location may be paid by the employee’s organization.

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- E. Office Supplies: Employees are allowed to obtain typical supplies such as paper, pencils, paperclips, file folders, etc., from the traditional work site. Telework employees are typically responsible for transportation of supplies. BPA will not normally compensate employees who purchase their own supplies.
- F. Remote access to BPA is for work purposes only. BPA limited personal use policies also apply to persons accessing BPA resources from remote locations. Improper personal use of BPA resources may result in termination of remote access capabilities and appropriate disciplinary action.
- G. The employee’s organization may supply non-IT equipment, such as telephone headsets and other necessary equipment, from the organization’s budget.
- H. Telework and remote employees may use the features of the BPA voice mail system. Employees must update their voice mail greeting to inform callers if they are available at another phone number. When teleworking or remotely working, you may forward your work phone to your BPA cell phone or personal telephone number.
- I. BPA will not provide or maintain or pay for or reimburse for telecommunication services, such as internet access via a personal cell phone, DSL, cable modem, dial-up, etc. or home telephone expenses to support teleworking from a non-BPA work site.
- J. Tax Implications: State income taxes will continue to be withheld based on the employee's official duty station (Official Reporting Worksite) and not the alternate work site. Employees interested in possible tax deductions because of their work-at-home status should consult their tax advisors.

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## 6. Processes & Procedures

### 6.1 Telework Arrangements:

- A. **New or Renewed Telework Agreements:** Telework agreements must be completed, reviewed, and approved prior to teleworking. Telework agreements are completed in HRMIS using Employee Self-Service (ESS) for telework (See [HRMIS Telework Quick Guide](#)). Renewed telework agreements must be completed after one year and each year thereafter. Renewed agreements will honor the most current telework guidance and a new trial period is not required.
- B. **Modifications:** Managers must discuss the reasons for all modification with the employee and document the modifications on the telework agreement. Generally, an agreement may be modified for the following situations:
1. An employee with an existing telework agreement that authorizes either “regular” or “situational” telework who has a need to telework for medical reasons must revise their existing telework agreement to reflect the basis for telework. If the nature of the employee’s request to modify the Telework agreement is for a medical condition which is minor (not severe) and is expected to last less than 6-months, requesting Reasonable Accommodation is not required. If the nature of the employee’s request to modify the Telework agreement is for a medical condition which is severe in nature, even if the request is for less than 6 months, the employee will follow Reasonable Accommodation procedures.
  2. If the employee is temporarily detailed to a new position, the employee may initiate a request for a new Telework agreement with the immediate manager for the detail position. When the employee returns to their original position of record the employee may submit a new telework agreement for management consideration.
  3. When a new manager assumes supervision of a group, all existing telework agreements in the group should be reviewed by the new manager. Managers may modify the existing telework agreement according to their expectations or business needs following a discussion with the employee.
- C. **Cancellation:** Managers and employees may cancel the telework agreement at any time. Managers must discuss the reasons for cancellation with the employee and document their reasons on the telework agreement. Generally, an agreement may be cancelled for the following situations:
1. Employees may cancel their agreement at any time by informing their manager in writing;
  2. Managers, including new managers, may cancel the agreement at any time (after discussion with the employee) based upon changes in business/work needs, employee abuse of the privilege, or failure to meet the terms and conditions of the agreement and

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this desk reference. Such reasons shall be documented on the telework agreement and provided to the employee.

- D. **Disapproved requests:** When a telework request is denied, the manager is required to document the specific business reason(s) for disapproval on the telework agreement. Managers must return a signed and dated copy to the employee and the Telework Coordinator. Reasons for disapproval include:
  1. The employee is ineligible;
  2. The employee has not met the requirements (see Section 5.1) for participation. Indicate which requirement(s) has/have not been met on the telework agreement; or
  3. Participation considerations could not be agreed upon. Indicate the participation consideration category(s) (work standards, duties, communication, or other) on the telework agreement.
- E. **Reasonable Accommodation:** An individual with a disability may request to telework as a reasonable accommodation under the Americans with Disabilities Act (ADA). Employees requesting telework as a reasonable accommodation should contact the Local Reasonable Accommodation Coordinator at [ReasonableAccommodation@bpa.gov](mailto:ReasonableAccommodation@bpa.gov).

## 6.2 Remote Work Arrangements

Remote work arrangements cover two types of remote work: Remote (All US) and Remote (Restricted). Remote (Restricted) can be approved on a permanent or non-permanent (temporary time-limited) basis. Temporary Remote (Restricted) agreements may be used as a trial period (normally no less than 13 pay periods) or time-limited basis.

- A. Employees in positions designated by management to be eligible for remote work may submit a request to remote work to their immediate supervisor by completing a DOE-BPA remote work agreement on BPA form 3250 11e. If the remote work agreement is temporary, BPA form 3250 12e must also be completed.
  1. Remote (Restricted) permanent and non-permanent (temporary) category agreements require coordination and approval by supervisor and are subject to higher level approval at the appropriate level prior to entering into a Remote Work (Restricted) agreement.
  2. Remote (All US) permanent or non-permanent (temporary) remote work agreements require prior coordination and approval by supervisor and are subject to higher level approval at the appropriate level prior to entering into a Remote Work (All US) agreement.
  3. The effective date of a remote work agreement must be the beginning of bi-weekly pay period.
- B. Management cancellation or modification of non-temporary remote work agreements:
  1. Management has the right to terminate or modify remote work agreements in writing at any time due to business necessity (e.g., increased cost, changing organizational/business needs, workforce reshaping, position abolishment, transfer of function, other reasons

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unrelated to employee conduct or performance) with reasonable notice (30 days minimum).

2. If an employee’s Official Remote Worksite is within the LCA of an appropriate BPA worksite, they may be given a management-directed reassignment to a position at the same grade and pay at the BPA worksite. In such cases, employees must be given 30 days advance notice or period required by applicable collective bargaining agreement, whichever is greater.
3. If an employee’s Official Remote Worksite is not within the LCA of an appropriate BPA worksite, they may be given a management-directed reassignment to a position at the same grade and pay at the BPA worksite. In such cases, employees must be given 60 days advance notice or notice required by applicable CBA, whichever is greater, and any relocation costs will be the responsibility of BPA, in accordance with the FTR and applicable BPA-DOE policies.
4. If there is no suitable position available, or if the employee declines the position offered or the offer to move to the BPA worksite, management will propose the employee’s removal for failure to accept a management-directed reassignment. The proposed removal will be consistent with applicable regulations, policies, and CBAs, and the employee will be entitled to transition assistance in accordance with DOE-BPA Reemployment Priority List, and DOE’s Career Transition Assistance Plan (CTAP).

C. BPA termination or modification of remote work agreement (non-temporary)

1. A manager or supervisor cannot automatically terminate or modify remote work agreements based on employee performance or conduct issues.
2. In the event of performance or conduct issues, supervisors should adhere to the requirements of DOE Order 331.1D (with BPA Supplement) Employee Performance Management, and DOE Order 333.1 Administering Work Force Discipline.
3. Unacceptable performance, misconduct, or the failure to protect Government records and/or sensitive information may result in disciplinary action, suspension, or removal from Federal service, or the revocation of access to government systems.
4. If it is determined a remote work agreement needs to be terminated/modified to address performance or conduct issues, any associated expenses (e.g., relocation expenses) will be the responsibility of the employee and will not be funded by BPA.

D. Employee requests to establish, modify, or terminate a remote work arrangement.

1. If an employee requests to establish, modify, or terminate a remote work arrangement, including temporary remote work arrangements, any associated expenses (e.g., relocation expenses) will be the responsibility of the employee and may not be funded by BPA.
2. If an employee would like to terminate a remote work agreement, they must obtain approval from their supervisor, and any other internal approval established by BPA, at

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least 60 days in advance, and notify BPA HRSC at least two pay periods in advance that a “Change in Duty Station” personnel action is required.

3. When a remote work agreement is terminated at the employee’s request and office space is available at an appropriate BPA Worksite, the employee will return to the worksite. If office space is unavailable at the BPA Worksite, termination of the remote work agreement may be delayed until the appropriate physical work arrangements are made available.
  4. Employees are responsible for any follow-on actions resulting from a change in Official Remote Worksite, as outlined in the remote work agreement.
  5. If an employee wants to change their Official Remote Worksite and such change will result in a change in locality pay, the employee must obtain approval from their supervisor, as well as any additional internal approval procedures established by BPA, and notify BPA HRSC at least 60 days in advance of the proposed date of the change that a “Change in Duty Station” personnel action is required.
  6. The employee’s pay, taxes, benefits, and entitlements are determined based on their Official Remote Worksite and such change may result in loss of monetary benefit or an increase in costs for BPA.
  7. Supervisors have 30 calendar days to approve or deny an employee’s request to move. Supervisors must consult with BPA HRSC Employee Relations prior to denying such a request.
  8. If approved, a new remote work agreement must be signed by all parties prior to moving and effecting the associated personnel action. The employee is not authorized to move without the supervisor’s written approval in the agreement. Failure to do so may result in disciplinary action.
- E. If an employee on a Remote (Restricted) agreement wants to change their Official Remote Worksite, and that change does not modify the locality pay but results in the employee no longer being within the LCA of the BPA Worksite the employee must obtain approval from their supervisor, as well as any additional internal approval procedures established by BPA organizations, at least 60 days in advance of the proposed date of the change, and notify BPA HRSC at least two pay periods in advance that a “Change in Duty Station” personnel action is required.
1. The change in the employee’s Official Remote Worksite may result in an increase in travel costs for BPA if the employee moves outside of the LCA of the BPA Worksite.
  2. Supervisors have 30 calendar days to approve or deny an employee’s request to relocate. Supervisors must consult with BPA HRSC Employee Relations prior to denying a request.
  3. If approved, a new remote work agreement must be signed by all parties prior to relocation and effecting the associated personnel action. The employee is not authorized to move without the supervisor’s written approval in the remote work agreement. Failure to do so may result in disciplinary action, up to and including removal from federal service.

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- F. **Temporary Remote Work Arrangement:** If an employee would like to establish a temporary remote work arrangement for personal reasons, the employee must obtain approval from their supervisor, as well as any additional internal approval procedures (e.g., higher level manager approval), at least 60 days in advance of the start of the arrangement, or as soon as practicable if due to an emergency. Temporary remote work arrangements can also be used as a trial period prior to entering into a permanent remote work agreement.
1. Temporary remote work arrangements cannot exceed one year in duration unless an extension is granted in writing by the supervisor.
  2. For the duration of the temporary remote work arrangement, the employee’s official duty station on their SF-50 must be changed to reflect their Official Remote Worksite. This change may result in a loss of monetary benefit in some cases or an increase in costs for BPA.
  3. The official duty station will revert to the original BPA worksite of the employee’s position of record at the expiration of the temporary remote work arrangement.
  4. An employee’s work duties and responsibilities may not normally be adjusted for the duration of the temporary arrangement to support remote work. Subject to mission requirements, adjustments in duties and responsibilities may be consider for special circumstances (e.g., care for a family member).
  5. Supervisors have 30 calendar days to approve or deny an employee’s request to enter into a temporary remote work arrangement. Supervisors must consult with BPA HRSC Employee Relations prior to denying such a request.
  6. If approved, a remote work agreement and a Temporary Remote Work Addendum must be signed by all parties prior to moving and effecting the associated personnel action. The employee is not authorized to move without the supervisor’s written approval in the agreement. Failure to do so may result in disciplinary action, up to and including removal from federal service.
- G. Competitive areas for employees on remote work arrangements will reflect the city and state of the employee’s reporting organization (e.g., an employee lives in Seattle, Washington, but reports to Vancouver, Washington, will be assigned to the Vancouver/Portland competitive area).
- H. **Temporary Change in Position:** In the event an employee transfers into a different position (temporary promotion, etc.), the employee must request and receive a remote work authorization and temporary remote work addendum for the new position, regardless of whether the transfer is within the same department or to a different organization. Approval is contingent upon eligibility for the new position.

### 6.3 Remote Work Agreement Processing

Remote Work agreements typically require the processing of a personnel action (SF-50) for a change in duty station by BPA’s HRSC.

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- A. The manager and supervisor are responsible for completing any organizational approval requirements (e.g., higher level management consultation and approval) prior to submittal of a request for a change in duty station resulting from a remote work agreement.
- B. The supervisor of the employee is responsible for initiating the request for personnel action for a change in duty station (management- or employee-initiated request for modification or cancellation) in accordance with the process to request a personnel action.
- C. BPA HRSC is responsible for notifying payroll, if a change in duty station will result in a new duty station location code. When a new duty station is established via remote work agreement, the establishment of an effective date is contingent upon BPA payroll completion of necessary actions in payroll systems. Effective dates may only be established at the beginning of a bi-weekly pay period.

## 7. Performance & Monitoring

- A. In compliance with the Telework Act of 2010, OPM requires federal agencies to provide “real time” data collection for telework for eligibility and participation. BPA’s Human Resources and Payroll offices established bi-weekly telework data feeds within their systems to track and report eligibility and participation (use of time reporting codes) on a bi-weekly basis that began in pay period 2012-06.

DOE’s Telework Managing Officer provides agencies with an annual participation goal and requires the quarterly reports, provided by BPA’s Telework Coordinator. These reports reflect the number of instances and hours as reported by use of the time reporting codes used for teleworking. DOE incorporates all data received from DOE agencies to report quarterly to OPM. The TMO also reports quarterly the status of meeting the DOE participation goal. To date, per DOE, no government measure has been established to require or measure productivity and telework.

- B. Record Retention: Review telework agreements annually and destroy superseded documents. Destroy remaining documents 1 year after employee separation or transfer.

## 8. Authorities & References

- A. BPA HR Directive 410-06: Employee Leave, Work Schedules, and Telework
- B. Public Law 106-346, §359, 2000
- C. Public Law 108-447, Division B, §622 of December 8, 2004
- D. Public Law 108-199, Division B, §627 of January 23, 2004
- E. Public Law 111-292, “Telework Enhancement Act of 2010”
- F. 5 U.S.C. Chapter 65 Telework
- G. 5 C.F.R. 531.605 (Official Worksite)

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- H. OPM Guidance on the Telework Enhancement Act of 2010, December 2010
- I. OPM Guide to Telework and Remote Work in the Federal Government, November 2021
- J. DOE Policy Memorandum #100B, Reasonable Accommodation
- K. DOE O 331.1D (with BPA Supplement) and BPA HR DRG Performance Management
- L. DOE Policy Memorandum #106 Telework and Remote Work Program
- M. American Federation of Government Employees, Local 928 Collective Bargaining Agreement
- N. Professional Division of Laborers’ International Union, Local 335, Collective Bargaining Agreement
- O. Information and Governance and Lifecycle Management Regulations
- P. OPM Guide to Telework in the Federal Government
- Q. Related HR Desk References:
  - 1. 410-06-01: Leave Administration
  - 2. 410-06-02: Hours of Duty and Credit Hours
- R. OPM Fact Sheet: Severance Pay

## 9. Contacts

For information on Telework, contact the [TeleworkCoordinator@bpa.gov](mailto:TeleworkCoordinator@bpa.gov) mailbox or visit the web page at [BPA Telework and Remote Work Program](#)

## 10. Revision History

Version Number	Issue Date	Brief Description of Change or Review
1.0	4/18/2016	Initial issuance.
2.0	9/28/2022	Complete revision to adopt Policy Memorandum #106 Telework and Remote Work. Incorporate Remote Work.

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## Appendix A – BPA Equipment Telework and Remote Work Arrangements

Type Arrangement	Arrangement	Access and Equipment (Options) <sup>1, 3, 4</sup>
Telework (REG)	2 days or more	<ul style="list-style-type: none"> <li>Employee accesses BPA's VDI/myPC using personally-owned device or equipment; or</li> <li>If an employee has been issued mobile GFE, the mobile device may be used for remote access during telework. BPA IT determines appropriate device to provide for use at the employee's official duty station based on business needs and consistent with IT policies.</li> </ul>
Telework (Situational)	Ad hoc	<ul style="list-style-type: none"> <li>Employee accesses BPA's VDI/myPC using personally-owned device or equipment; or</li> <li>If an employee has been issued mobile GFE, the mobile device may be used for remote access during telework. BPA IT determines appropriate device to provide for use at the employee's official duty station based on business needs and consistent with IT policies.</li> </ul>
Remote (All US)	Permanent	<ul style="list-style-type: none"> <li>BPA supplies IT equipment. BPA determines the device to provide for remote access with standard package.<sup>2</sup> Employee responsible for furniture, equipment, access, etc.</li> </ul>
	Non-permanent (temporary)	<ul style="list-style-type: none"> <li>Employee accesses BPA's VDI/myPC using personally-owned device or equipment; or</li> <li>Request IT group provide a device (aka, thin client, thick client, etc.) for remote access. BPA IT determines the device to provide for use at the employee's official duty station based on business needs and consistent with IT policies.</li> </ul>
Remote (Restricted)	Permanent	<ul style="list-style-type: none"> <li>Employee accesses BPA's VDI/myPC using personally own device or equipment; or</li> <li>Request IT group provide a device (aka, thin client, thick client, etc.) for remote access. BPA IT determines the device to provide for use at the employees official duty station based on business needs and consistent with IT policies.</li> </ul>
	Non-permanent (Temporary)	<ul style="list-style-type: none"> <li>Employee accesses BPA's VDI/myPC using personally-owned device or equipment; or</li> <li>If an employee has been issued mobile GFE, the mobile device may be used for remote access. BPA IT determines appropriate device to provide for use at the employee's official duty station based on business needs and consistent with IT policies.</li> </ul>

<sup>1</sup>BPA IT determines the device to provide (aka, thin client, thick client, etc.) for use to employee.

<sup>2</sup>Standard Package: BPA cell phone; remote access device; 2 monitors, keyboard, and mouse.

<sup>3</sup>Equipment assigned for RA are authorized and approved via the RA authority and procedures.

<sup>4</sup>BPA will not reimburse for any personal computing equipment, including but not limited to: purchase or acquisition of a personally-owned device, software licenses, maintenance, repairs, or accessories, or internet service provider charges.

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