

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**

**AIR FORCE INSTRUCTION 36-816**

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**Personnel**

**CIVILIAN TELEWORK PROGRAM**



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This publication implements the provisions of Air Force Policy Directive (AFPD) 36-8, *Employee Benefits and Entitlements and Work/Life Programs*, Air Force Instruction (AFI) 36-807, *Weekly and Daily Scheduling of Work and Holiday Observances*, and complies with Department of Defense Instruction (DoDI) 1035.01, *Telework Policy*. This Instruction establishes policy, assigns responsibilities, and prescribes procedures for implementing the Air Force Telework Program. This Instruction applies to appropriated fund civilian employees, administered under Title 5, including Air Force Reserve personnel, United States citizens assigned to foreign overseas areas, and civilian employees at joint service organizations where Air Force is the executive agent. It does not apply to Air National Guard Technicians administered under Title 32.

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## 1. PROGRAM OVERVIEW

1.1. Air Force (AF) Policy. Air Force Policy Directive (AFPD) 36-8 establishes policies to ensure Air Force enhances the morale of its civilian employees by identifying employment requirements and pursuing appropriate work/life flexibilities. Telework shall be promoted and implemented throughout AF) in support of the Department of Defense (DoD) commitment to workforce efficiency, emergency preparedness, and quality of life. The Air Force will ensure that telework program are administered without unlawful discrimination because of race, color national origin, age (40 or older), religion, sex (including pregnancy), physical or mental disability, EEO activity, genetic information, equal compensation or sexual harassment.

1.1.1. Telework is authorized for the maximum number of positions to the extent that mission readiness is not jeopardized.

1.1.2. Telework will be accomplished on a regular and recurring or a situational basis at an approved alternative worksite.

1.1.3. Telework will be periodically exercised to ensure its effectiveness in continuing operations in the event of a crisis or national emergency (e.g. pandemic influenza).

1.1.4. Telework is a discretionary workplace flexibility. Telework is not an entitlement and not all employees are eligible to telework.

1.1.5. Telework eligibility criteria shall be applied impartially and consistently.

1.1.6. Employees cannot be ordered to telework unless their duties are designated as mission-critical or employee's telework agreement addresses this requirement.

1.1.7. Telework may not be used as a substitute for dependent care or elder care.

1.1.8. Telework training and written telework agreements are required.

## 2. ROLES AND RESPONSIBILITIES

2.1. Assistant Secretary of the Air Force for Manpower and Reserve Affairs (SAF/MR).

2.1.1. Serves as an agent of the Secretary and provides guidance, direction, and oversight for all matters pertaining to the formulation, review, and execution of plans, policies, and budgets addressing Telework.

2.2. Deputy Chief of Staff of the Air Force for Manpower, Personnel and Services (AF/A1).

2.2.1. Develops, coordinates, and executes personnel policy and essential procedural guidance for the management of the Telework program.

2.2.2. Delegate authority for telework implementation to installation commanders, tenant commanders, and heads of serviced activities.

2.2.3. Actively promote telework consistent with accomplishing assigned mission while making every effort to overcome artificial barriers to program implementation.

2.2.4. Promote education and training for leadership and supervisors on benefits of telework, expected job performance in a telework environment, and value of integrating telework into continuity of operations (COOP) activities.

2.2.5. Require eligible and telework approved civilian employees and their supervisors to be fully trained on telework procedures including information technology, data security, and safety requirements consistent with DoDI 1035.01 and this Instruction.

2.2.6. Require all employees who are authorized to telework to complete DD Form 2946, *Department of Defense Telework Agreement*.

2.2.7. Establish annual AF telework participation goal of 1% increase from previous year's participation rate.

2.3. Director, Force Management Policy (AF/A1P). Under the authority, direction, and control of the AF/A1:

2.3.1. Direct development, implementation, and operation of AF Telework Program to ensure compliance with the law, DoDI 1035.01 and this Instruction.

2.3.2. Monitor and assess telework implementation to ensure compliance with the law, DoDI 1035.01 and this Instruction.

2.3.3. Designate AF/A1PC as AF Telework Program Manager to implement and evaluate AF Telework Program for compliance with DoDI 1035.01 to serve as an advisor for AF leadership, and serve as a resource for supervisors and employees.

2.4. Civilian Force Policy Division (AF/A1PC).

2.4.1. Serve as the AF Telework Program Manager for civilian employees to ensure consistency in implementing the law, DoDI 1035.01, and this Instruction.

2.4.2. Establish policies and responsibilities that actively promote the telework program within AF.

2.4.3. Oversee the implementation and administration of the telework program through subordinate telework coordinators across AF.

2.4.4. Track employee participation, monitor goal progress, and provide employee telework eligibility and participation data to Defense Civilian Personnel Advisory Service (DCPAS) at the end of each calendar year for submission to Office of Personnel Management (OPM) Annual Telework Report.

2.4.5. Monitor and assess AF telework implementation to ensure compliance with DoDI 1035.01 and this Instruction.

2.5. Director, Cyberspace Operations (A3C/A6C).

2.5.1. Develop strategies and provide guidance for AF-wide information technology capabilities and data security required to remove barriers and support telework.

2.5.2. Establish criteria and guidelines for using both Government Furnished Equipment (GFE) and non-GFE (i.e., personally-owned equipment), to access AF information systems and networks to perform telework. Under Federal Register FMR Bulletin 2006-B#, underutilized or excess equipment may be used to furnish GFE in order to implement telework. Ensure criteria and guidelines are consistent with AF policy and are made available to all users.

2.5.3. Oversee evaluation of new and emerging technologies that facilitate telework and approve them for AF-wide use, as appropriate.

2.6. Air Force Personnel Center (AFPC).

2.6.1. Establish procedures to ensure civilian position data is identified and coded in Defense Civilian Personnel Data System (DCPDS) to reflect telework eligibility.

2.6.2. Provide MAJCOM/A1s and Civilian Personnel Sections (CPS) implementation procedures for telework, consistent with DoDI 1035.01 and this Instruction, through appropriate Human Resource (HR) Advisories or other types of communication as needed.

2.6.3. Provide AF/A1PC with telework participation rates, types of telework conducted within AF, and other telework-related data as requested.

2.7. Installation Commanders, Tenant Commanders, and Heads of Activities.

2.7.1. Approve telework programs for applicable units.

2.7.2. Designate positions eligible for telework.

2.7.3. Require supervisors to document employee eligibility to telework in the employee's record in *My Workplace*.

2.7.4. Require employees who are eligible to telework and their supervisors to be fully trained on telework procedures including information technology, data security, and safety requirements consistent with DoDI 1035.01 and this Instruction.

2.7.5. Designate in writing a Telework Program Coordinator for applicable units.

2.7.6. Delegate authority for 2.7.1., 2.7.2., and 2.7.5 in writing to subordinate authorities as deemed appropriate.

2.8. Civilian Personnel Sections (CPSs).

2.8.1. Include DD Form 2946, *DoD Telework Agreement*, in new employee orientation materials for those employees occupying telework eligible positions to ensure they are aware of their telework responsibilities should telework be offered or requested.

2.8.2. Publicize information on telework responsibilities throughout the workplace and include in periodic training events.

2.8.3. Provide information and guidance to employees and supervisors concerning telework.

2.8.4. Coordinate with supervisors to provide advisory services on the denial of requests to telework or the termination of telework agreements.

2.8.5. Ensure local bargaining obligations are fulfilled at the appropriate level.

2.9. Supervisor Responsibilities.

2.9.1. Participate in OPM telework training for employees and managers ([www.telework.gov](http://www.telework.gov)) prior to approving employees' telework agreements.

2.9.2. Determine employees' eligibility for telework, notify employees of their eligibility to telework, and update employees' status in *My Workplace*.

2.9.3. Approve or deny requests for telework based upon mission requirements, employee performance, and needs of work group.

2.9.3.1. When approving an employee's request to telework, sign and date DD Form 2946, *DoD Telework Agreement*, and maintain in Supervisor's Employee Work Folder. Denials must be based on mission requirements, performance, conduct or needs of the work group (e.g., adequate office coverage).

2.9.3.2. Justify in writing, the basis for denial or termination of telework on the DD Form 2946, *DoD Telework Agreement*. Include information about when employees may reapply or actions employees should take to improve his/her chance of approval, when practicable. If the denial is due to misconduct resulting in disciplinary action, ensure that it is documented in the supervisor's employee folder. An instance of severe misconduct or a pattern of misconduct is adequate to sustain a supervisor's denial of telework.

2.9.3.3. Contact local CPS for guidance before denying or terminating a telework agreement.

2.9.4. Require employees to successfully complete OPM's telework training ([www.telework.gov](http://www.telework.gov)) prior to approving employees' telework agreements. File training certificate in Supervisor's Employee Work Folder.

2.9.5. Ensure worksite coverage during business hours so that mission operations continue to be carried out efficiently and effectively, and teleworkers and onsite employees are treated equitably.

2.9.6. Ensure employees know procedures for requesting unscheduled telework, and requirement that request must be approved in advance.

2.9.7. Ensure teleworkers are held accountable for GFE and adhere to applicable maintenance requirements (e.g. scheduled software updates). Ensure GFE is returned to the unit when telework agreement ends.

2.9.8. Promptly report any work-related accident or injury occurring at an employee's alternative worksite and provide this information to AFPC. Ensure documentation reflects incident occurred at alternative worksite.

2.9.9. Terminate telework arrangements if an employee's performance and or conduct do not comply with terms of telework agreement; or if employee's telework arrangement fails to meet organizational needs; or employee requests termination of agreement.

## 2.10. Employee Responsibilities.

2.10.1. Complete OPM's telework training ([www.telework.gov](http://www.telework.gov)) prior to entering into a written telework agreement.

2.10.2. Complete DD Form 2946, *DoD Telework Agreement*, detailing location of alternative worksite. If employee's home is the telework location, it is the employee's responsibility to make certain that a safe work environment is maintained while teleworking.

2.10.3. Employees shall designate one section of the home as the telework work station for purposes of the telework agreement. Employee must complete and sign a self-

certification safety checklist as part of the initial submittal of the DD Form 2946, *DoD Telework Agreement*, prior to beginning telework arrangement. Sign and date form and submit to supervisor for review and action.

2.10.4. Report any work-related accident or injury occurring at the alternative worksite and provide the supervisor with medical documentation related to the accident or injury when requested. Employee and supervisor must contact AFPC for guidance concerning work-related accident or injury.

2.10.5. Protect all official, sensitive, and for official use only (FOUO) data and comply with all criteria and guidelines for information and electronic security consistent with DoDI 1035.01 and this Instruction.

2.10.6. Safeguard and ensure appropriate use of GFE consistent with Chapter 5 of this Instruction.

2.10.7. Work at the traditional worksite on scheduled telework days if called for by mission requirements. Consideration shall be made for those employees that are participating in the situational telework program due to a medical situation or condition (such as a disability) that prevents them from reporting to the traditional work site.

2.10.8. Contact supervisor and obtain advanced approval when requesting unscheduled telework to accommodate unanticipated personal circumstances (e.g., emergency home maintenance or repairs) and when Government employees are provided the option of unscheduled telework.

2.10.9. Request appropriate leave in accordance with applicable procedures if unable to telework or report to traditional worksite.

2.10.10. Meet required performance elements and standards at fully successful level (or equivalent) or higher, and meet any additional duty requirements as documented on telework agreement.

2.10.11. Code and report approved telework time in local time and attendance system.

### **3. TYPES OF TELEWORK**

3.1. Telework is a workplace flexibility that enables AF to maintain continuity of operations and reduce management costs while also improving employees' ability to balance their work and life commitments. Telework is primarily an arrangement to facilitate accomplishment of work at a location other than the traditional worksite. Telework can be used:

3.1.1. On a regular and recurring basis.

3.1.2. On a situational, non-routine, or ad hoc basis such as to perform large projects, tasks that require concentration and uninterrupted blocks of time for successful completion, or to accomplish routine job tasks when practicable.

3.1.2.1. For supervisor- or commander-directed Web-based distance and continuous learning, including educational requirements required by law or regulation. Training requested by an employee is subject to supervisor's or commander's approval, as applicable, and must conform to the provisions of applicable regulations.

3.1.2.2. When traditional worksite is closed during adverse or inclement weather conditions (e.g., snow emergencies, floods, hurricanes) or when OPM or other official agencies such as Federal Executive Board (FEB) announces that Government offices are open with option for unscheduled telework when severe weather conditions or other circumstances disrupt commuting and compromise employee safety.

3.1.2.2.1. For employees who are not designated as mission-critical employees or not required to telework, the day is considered a non-workday when the employee's office is closed to the public. Such employees are placed on Administrative Leave since the employee is prevented from working. Exceptions to the rule include when the employee is on (1) pre-approved paid or unpaid leave, (2) official travel, or (3) a flexible or compressed work schedule day off.

3.1.2.2.2. Employees who telework when traditional worksite is closed are not entitled to additional pay or time off.

3.1.2.3. When the installation commander closes all or part of an activity with the option for unscheduled telework when emergency conditions exist; when normal operations are interrupted by events beyond the control of management or employees; and when it is in the public interest to relieve employees from duty. Sections 3.1.2.2.1 and 3.1.2.2.2 apply.

3.1.2.4. As a regular, or situational arrangement for employees with disabilities, as appropriate. The DoD Computer/Electronic Accommodations Program may provide services and accommodations (e.g., assistive devices and technology) for employees with disabilities teleworking under an approved telework arrangement. In the case of covered employees, telework arrangements may be a form of reasonable accommodation pursuant to sections 791 and 794a of title 29 U.S.C., also known as "The Rehabilitation Act of 1973, as amended." Before approving a telework arrangement under this provision, supervisors must contact their servicing CPS for guidance before approving.

3.1.2.5. Periodically (as practice) to prepare for COOP and an efficient transition to telework in the event of an emergency situation.

3.1.2.6. As a permanent arrangement where worksite is changed from official or traditional worksite to alternative telework location. See paragraph 5.3. , Official Worksite.

3.2. The Air Force will administer the telework program without unlawful discrimination because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, genetic information, or prior EEO activity.

#### **4. POSITION AND EMPLOYEE ELIGIBILITY**

4.1. General. To the extent that mission requirements are not jeopardized, employees who exhibit suitable work performance and conduct and occupy eligible positions (i.e., those positions that involve portable work and are not dependent on the employee's presence at the traditional worksite) are permitted to telework to the maximum extent possible.

4.1.1. Supervisors or commanders shall allow maximum flexibility for employees to the extent that mission readiness or accomplishment is not compromised. Regular, routine

use of telework programs will allow supervisors and employees to identify and resolve technology, equipment, communications, workflow, and associated issues that could impact efficiency of mission accomplishment and inhibit transparency of remote work.

4.1.2. Telework is a discretionary workplace flexibility. Telework is not an entitlement and not all employees are eligible to telework. Although use of telework is encouraged, employees cannot be ordered to telework, unless employee's duties are designated as mission-critical or employee's telework agreement addresses this requirement.

4.1.2.1. Employee participation in the telework program is voluntary. An agency may not compel an employee to participate in telework, even if the duties of the position make that employee "telework eligible." Therefore, an agency will never force an employee (who either does not wish to telework or is not eligible to telework) to sign a telework agreement to avoid providing excused absence to that employee on a day when Federal offices are closed to the public. Both employee participation and the signing of a telework agreement must be voluntary.

4.2. Positions Typically Not Eligible for Telework. Telework is not an entitlement and not all employees are eligible to telework. Although there may be circumstances when employees in these positions may be considered for telework on a situational basis, the following types of positions/employees are typically not eligible for telework.

4.2.1. Positions that require, on a daily basis, direct handling of classified materials. Classified work at an approved alternative secure location may be allowed contingent on local requirements regarding such work, when situations warrant.

4.2.2. Positions that require, on a daily basis, an on-site activity or face-to-face personal contacts that cannot be handled remotely or at an alternative worksite (e.g., hands-on contact with machinery, equipment, or vehicles; direct patient care).

4.2.3. Employees recently assigned or newly appointed to trainee or entry level positions. The length of time for which the employee is deemed ineligible for telework is at the supervisor's discretion, but will normally fall within the first 6 months of assignment to the position or once the employee's performance is at an acceptable level.

4.2.4. Employees whose performance or conduct warrants closer supervisory direction or whose rating of record is below fully successful (or equivalent).

4.2.5. Employees whose conduct resulted in an officially documented disciplinary action in accordance with AFI 36-704, *Discipline and Adverse Actions*, and/or applicable labor agreement, within the past 12 months.

4.2.5.1. Officially documented disciplinary action means a disciplinary action that resulted in the placement of a document in an employee's official personnel folder (OPF) or the AF Form 971, *Supervisor's Employee Brief*. This can be in the form of a letter of reprimand, suspension, termination or removal actions. Should an employee receive another disciplinary action, the date of receipt may restart the 12 month period if it is a severe infraction or recurrent misconduct.

4.2.6. Employees who have unresolved security issues such as Security Information File, clearance revoked, or awaiting security clearance.

4.2.7. Employees in positions listed above and determined not normally suitable for telework may become eligible if their positions are designated as mission-critical. Supervisors shall contact the CPS for guidance before approving.

4.3. Employees Not Eligible for Telework. In accordance with the Telework Enhancement Act of 2010, the following employees shall not be authorized to telework:

4.3.1. Employees who have been officially disciplined for being absent without permission for more than 5 days in any calendar year.

4.3.2. Employees who 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.

4.3.3. Employees performing representational duties on Official Time.

## 5. TELEWORK REQUIREMENTS

5.1. Telework Agreements. All employees who are authorized to telework are required to complete a DD Form 2946, *DoD Telework Agreement*. The agreement must be signed and dated by employee and supervisor, and maintained by the supervisor in Supervisor's Employee Work Folder. Organizational telework agreements may be used as an addendum to DD Form 2946, *DoD Telework Agreement*.

5.1.1. All employees who are authorized to telework must have an approved work schedule on file, signed by the supervisor, which indicates approved days, hours and location for work. Locally developed work schedule forms may be used.

5.1.2. Employees with mission-critical duties and those who may be required to telework in the case of a COOP event, office closure due to adverse or inclement weather, or pandemic health crisis shall have a completed and approved DD Form 2946, *DoD Telework Agreement*, on file in the Supervisor's Employee Work Folder.

5.1.3. Completed DD Forms 2946, *DoD Telework Agreement*, shall outline specific work arrangement agreed upon and address logistics of alternative workplace arrangements. For example, employee's work schedule, security requirements for DoD/AF information, safety requirements for alternative worksite, supplies and equipment issued, protection of GFE, supervisor's expectation of a teleworker's performance, and employee's emergency response telework responsibilities.

5.1.4. All telework agreements, regardless of employee's emergency response status, shall at a minimum address:

5.1.4.1. Employee's telework location (e.g., employee's home or other approved alternative worksite such as a telework center, when appropriate).

5.1.4.2. Telework requirements when traditional worksite is closed because of emergency dismissal due to adverse weather conditions such as snow emergencies, floods, hurricanes, or any other type of emergency situation; or when OPM, or other official agencies such as Federal Executive Board (FEB), announces that Government offices are open with option for unscheduled telework when severe weather

- conditions or other circumstances disrupt commuting and compromise employee safety. See Sections 3.1.2.2.1 and 3.1.2.2.2.
- 5.1.4.3. Telework requirements when installation commander closes all or part of an activity with option for unscheduled telework when emergency conditions exist; or when normal operations are interrupted by events beyond the control of management or employees; or when it is in the public interest to relieve employees from duty. See Sections 3.1.2.2.1 and 3.1.2.2.2.
- 5.1.4.4. Instructions on whether sensitive unclassified or competition sensitive source selection data is authorized for use at the telework location. If so, the DD Form 2946, *DoD Telework Agreement*, shall include a description of the proper encryption, storage, safeguarding, and return of such information and data.
- 5.1.5. The employee may not be authorized to telework if employee's performance does not comply with the terms of the telework agreement.
- 5.1.6. Safety. If the employee's home is the telework location, it is the responsibility of the employee to make certain that a safe work environment is maintained while teleworking. Employees shall designate one section of the home as the telework station for purposes of the telework agreement and complete and sign a self-certification safety checklist as part of the initial submittal of the DD Form 2946, *DoD Telework Agreement*, prior to beginning the telework agreement.
- 5.1.6.1. Employees are covered by Chapter 81 of title 33, U.S.C. (also known as "The Federal Employees' Compensation Act"), when injured or suffering from work-related illnesses while conducting official Government business at the telework location. AF's potential exposure to liability is restricted to the designated official alternative worksite. Employees must notify their supervisors if injured while teleworking and provide medical documentation related to the injury if requested. The employee's supervisor will contact the servicing AFPC immediately upon notification of an on-the-job injury.
- 5.1.7. Telework agreements are to be reviewed by the supervisor and teleworker, revalidated at least every 2 years, and revised when appropriate. A new DD Form 2946, *DoD Telework Agreement*, will be completed when a new supervisor is responsible for the employee. Agreements are maintained in the Supervisor's Employee Work Folder.
- 5.1.8. Teleworkers may be required to return to the traditional worksite on scheduled telework days based on operational requirements (e.g., to attend a specific meeting). A recall to the office for operational reasons is not a termination of the telework agreement. Consideration shall be made for those employees that are participating in the telework program due to a medical situation or condition (such as a disability) that prevents them from reporting to the traditional work site.
- 5.1.9. Requests by teleworkers to change their scheduled telework day(s) in a particular week or biweekly pay period may be approved by the supervisor where practicable, consistent with mission requirements. A permanent change of the telework agreement must be reflected by approval of a new DD Form 2946, *DoD Telework Agreement*.

5.2. Telework Training. Employees authorized to telework and their supervisors are required to complete telework training prior to signing the telework agreement. Comprehensive OPM telework courses for supervisors and employees are available at the joint OPM and General Services Administration (GSA) telework website at [www.telework.gov](http://www.telework.gov). OPM also offers telework training for managers through OPM's Eastern and Western Management Development Centers. Details on the Development Centers and course schedules can be found at [www.leadership.opm.gov](http://www.leadership.opm.gov).

5.2.1. Employees and supervisors are permitted to complete telework training during duty time.

5.2.2. All employees who telework are required to be trained on accessing unclassified DoD information technology network remotely consistent with guidance in DoDI 1035.01 and this Instruction.

5.2.3. Training certificates are maintained by the supervisor in Supervisor's Employee Work Folder.

5.3. Official Worksite. Designation of the official worksite shall be established for an employee on an approved regular telework schedule on a case-by-case basis consistent with guidance in DoDI 1035.01.

5.3.1. The official worksite for an employee covered by a telework agreement is the location of the traditional worksite for employee's position, the place where employee would normally work absent a telework agreement, as long as employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to traditional worksite.

5.3.2. Full-time Telework (for long-distance or virtual employees). When an employee's worksite is changed from the official worksite to the telework location in a permanent arrangement, such as a full-time telework arrangement where the employee is not required to report to the traditional worksite, the employee's organization is responsible for submitting a Request for Personnel Action to the CPS to initiate a Standard Form 50, Notification of Personnel Action. Supervisors and employees must be aware of the implications of this arrangement.

5.3.2.1. Full-time telework arrangements must be approved by the installation commander, tenant commander, or head of an activity, in writing, before implementing.

5.3.3. Locality Pay. Employees are compensated based on the location of their official worksite; for example, when telework location is employee's official worksite, locality pay would be based on location of telework site, not traditional worksite.

5.3.4. Official Business Travel. Employees are entitled to reimbursement for official business travel to traditional worksite when employee teleworks full-time from a location outside of local commuting area, and his or her alternative worksite has been determined as his or her official duty station.

5.3.5. A change in duty location of employee from official worksite to telework site may have implications for reduction in force, as telework site may be a different competitive area than traditional worksite.

5.3.6. The local commander or senior management official at the two-letter or equivalent may make an exception to reassignment of official worksite to telework site in certain temporary situations, such as when an employee is recovering from an injury or medical condition or employee is affected by an emergency situation, such as pandemic influenza, that prevents employee from commuting to traditional worksite.

5.4. Work Schedules and Compensation. Employees who telework must be at their alternative worksite during their scheduled tours of duty. Deviations must be approved in advance by the supervisor in accordance with local policies, procedures, and bargaining agreements.

5.4.1. Supervisors must take great care when setting telework schedules. The telework schedule must meet the needs of the organization and its mission. When determining how often an employee may telework or whether to adjust employee's telework duty hours, supervisors must, at a minimum, consider impact on mission requirements, customer satisfaction, any applicable premium pay (night/shift differential, Sunday premium pay, etc.), office morale, and productivity.

5.4.2. Employees may not use telework as a substitute for dependent care, e.g. child or elder care.

5.4.3. Employees who telework may also have alternative work schedules at discretion of supervisor.

5.4.4. Employees may work part of the day at their approved alternative worksite and part of the day at traditional worksite to accommodate work schedules and personal commitments (e.g., to attend a training course or a medical appointment located near the employee's alternative worksite prior to reporting to the traditional worksite) with supervisor approval. Travel from alternative worksite to traditional worksite is not considered hours of work and mileage is not reimbursable.

5.4.5. Premium pay provisions that apply to work at the traditional worksite also apply to employees who telework. Employees may work overtime only when specifically ordered and approved in advance by the supervisor and documented on AF Form 428, Request for Overtime, Holiday Premium Pay, and Compensatory Time. Instances in which employees perform overtime work without prior supervisory approval may be cause for administrative or disciplinary action, including termination of telework eligibility.

5.5. Time and Attendance. Time spent in a telework status must be accounted for and reported in the same manner as if employee reported for work at traditional worksite.

5.5.1. Organizations using the Defense Civilian Pay System (DCPS) are required to document telework hours in the time and attendance system. Supervisors shall establish appropriate procedures for documenting hours of work and approved leave for teleworkers to ensure telework hours are appropriately coded as regular and recurring, situational, or medical.

5.5.2. Employees must record dates of telework accomplished so AF telework usage can be tracked.

5.6. Telework and Travel. The provisions in sections 5 CFR 550.112, Computation of Overtime Work, and 5 CFR 551.422, Time Spent Traveling, concerning time spent in a travel

status are applicable to employees who are directed to travel away from the alternative worksite during a period that is scheduled for telework.

5.7. Performance Management. Teleworkers and non-teleworkers are to be treated the same for the purpose of work requirements, periodic appraisals of job performance, training, rewarding, reassigning, promoting, reducing in grade, retaining and removal, and other acts requiring management discretion.

5.7.1. Performance standards for employees who telework must be commensurate with performance standards for on-site employees.

5.7.2. As with any supervisory relationship, work assignments to be performed or training to be accomplished while on telework will be agreed to, and understood, in advance of telework event.

5.7.3. Supervisor expectations of an employee's performance shall be clearly addressed in the DD Form 2946, *DoD Telework Agreement*. As with on-site personnel, employees must be held accountable for the results they produce while teleworking.

5.7.4. Supervisors are required to communicate expectations of telework arrangements, including work assignments, office coverage, and staff communication to teleworking and non-teleworking employees in the work group.

5.7.5. Supervisors are required to put procedures in place to maintain communication across all members of the work group.

5.7.6. Supervisors are responsible for the effective functioning of the work group. However, employees are responsible for their availability and information sharing with the work group. Supervisors and employees are responsible for ensuring the success of telework arrangement.

5.8. Telework Denial and Termination. A telework request may be denied by the supervisor. A telework agreement may be terminated at discretion of supervisor or at employee's request. Supervisors may approve or deny requests for certain days, times, or frequency of telework. Employees may not dispute disapproval of telework schedules

5.8.1. When an employee's request to telework is denied or an agreement is terminated by the supervisor, reasons for denial or termination are documented in writing and given to employee. Denial or termination of telework agreements are based on business reasons (e.g., telework agreement fails to meet organization's needs or employee's performance does not meet prescribed standard). The effective date of termination is at supervisor's discretion.

5.8.2. Employees may dispute denial of telework, reasons given for a denial, and termination of an existing telework agreement through procedures in AFI 36-1203, Administrative Grievance System. Bargaining unit employees may file a grievance through appropriate negotiated grievance procedures.

5.9. Telework Centers. Installation commanders, tenant commanders, and heads of activities are authorized, consistent with section 630 of Public Law 105-277, to fund costs associated with renting space, including equipment and utilities, at telework centers as practicable.

5.9.1. Organizations may provide employees with a cell phone or calling card to cover long distance telephone charges while working at a telework center.

5.9.2. Security requirements prescribed in this Instruction apply to all employees who telework, including those who telework from telework centers.

## 6. SECURITY

6.1. Security Considerations. Employees are responsible for safeguarding all AF information, protecting GFE and Government property, and performing assigned duties while teleworking in support of mission requirements.

6.1.1. Classified Documents. Employees in telework arrangements must not take classified documents (hard copy or electronic) to their homes or alternative worksites. If classified telework is authorized at an approved alternative secure location, teleworkers shall comply with procedures established by AF regarding such work. Refer to AFI 31-401, *Information Security Program Management*, for guidance on Information Protection.

6.1.2. Privacy Act/For Official Use Only (FOUO). Employees must protect sensitive unclassified data, including Privacy Act or FOUO data, consistent with guidance in DoD 5400.7-R, DoD Freedom of Information Act Program, and AF policy.

6.1.3. Employees must protect sensitive information, or contractor proprietary data restricted by section 423 of title 41, U.S.C. (also known as Section 27 of Office of Federal Procurement Policy Act, as amended) or data otherwise restricted by the Federal Acquisition Regulation or the Defense Federal Acquisition Regulation or other acquisition policies.

6.1.4. Employees must comply with criteria and guidelines established by DoD CIO, SAF/CIO A6, and local communications squadrons for using both GFE and non-GFE and for access to DoD/AF information systems and networks to perform telework. Refer to AFMAN 33-152, *User Responsibilities and Guidance for Information Systems*.” and add this to list of references. Rationale: This is the best starting point for users regarding GFE and non-GFE Information Systems policy.

6.1.5. Employees who telework from home must comply with AF criteria and guidelines established for keeping Government property and information safe and secure.

## 7. EQUIPMENT AND OFFICE SUPPLIES

7.1. Equipment and Office Supplies. The employee’s organization shall provide the necessary equipment and office supplies (e.g. paper, toner, and printer ink) for use with GFE for employees who telework on a regular and recurring basis, within budgetary constraints as determined by the commander (or equivalent), based on nature and type of work performed. Equipment and supplies may be furnished for employees who telework on a situational basis when practicable. Employees must comply with equipment usage requirements set forth in the telework agreement.

7.1.1. GFE shall be approved for employees who telework on a regular and recurring basis and for situational teleworkers, when practicable and available. The commander (or equivalent) shall determine the propriety of furnishing and installing GFE and software. The employee’s organization is responsible for the service and maintenance of GFE. It is

the employee's responsibility to ensure GFE is available at designated location for service and maintenance when required.

7.1.2. DoD/AF remote access software must be installed onto GFE and personally-owned computers to enable access to unclassified DoD systems and networks consistent with criteria and guidelines established by the DoD CIO and SAF/CIO A6. Personally-owned computers must be adapted to accept a common access card (CAC) reader. CAC readers may be provided by the organization when practicable and available.

7.1.3. GFE shall be used for official use and authorized purposes only. Family members and friends of employees are not authorized to use GFE and materials. GFE must be returned to the supervisor at the conclusion of teleworking arrangements or at the commander's (or equivalent) request. Supervisors are responsible for implementing appropriate procedures to ensure GFE is returned at the conclusion of the teleworking arrangement. Refer to AFMAN 33-282, *Computer Security*, Chapter 6, for guidance on telework end point security.

7.1.4. Use of personally owned computers to access unclassified AF systems or networks remotely are required to comply with the criteria and guidelines for using personal equipment established by DoD CIO and SAF/CIO A6 in accordance with Air Force Manual 33-282, *Computer Security*, Para 6.8., *Privately-Owned hardware and software*.

7.2. **Employee Responsibility.** The employee is responsible for installation, repair, and maintenance of all personally-owned equipment and other incremental costs associated with the residential worksite. Operating costs associated with the teleworker using his or her personal residence as the alternative worksite including home maintenance, insurance, or utilities (e.g. heat, electricity) will not be assumed by AF.

7.3. **Employee's Organization's Responsibility.** The employee's organization or unit may use appropriated funds, when practicable and available, to install telephone lines, broadband, or other necessary telecommunications equipment in a private residence and fund appropriate monthly expenses for employees that telework on a regular and recurring basis, when the purpose is for official Government business consistent with guidance set forth in Public Law 104.52, section 620. The employee's organization or unit may also issue a calling card, provide a cell phone, or reimburse for long-distance (domestic and international) telephone expenses if incurred as a result of official business.

7.4. AF is not liable for damages to the employee's personal or real property while the employee is working at home, except to the extent the Government is liable under sections 1346(b), 1402(b), 2401(b), and 2761-1680 of title 28, U.S.C. (also known as "The Federal Tort Claims Act") (Reference (s)) or section 3721 of title 31, U.S.C. (also known as "The Military Personnel and Civilian Employees Claims Act") (Reference (s)).

## **8. EMERGENCY SITUATIONS**

8.1. **Mission Critical Duties.** Employees who perform mission-critical duties may be required to work from home or an alternative worksite such as a telework center during an emergency situation. Employees who are designated as mission-critical must complete a DD Form 2946, *DoD Telework Agreement*, for the supervisor to maintain in the Supervisor's Employee Work Folder. The telework agreement will address the telework location and

work expectations. To the extent practicable, supervisors will include a description of emergency duties with the telework agreement.

8.1.1. Employees designated as mission-critical may be required to work on a day when Federal Offices are closed to the public (or when OPM has authorized a delayed arrival or an early or immediate departure), and for such an employee, the day is a workday and normal time and attendance rules apply.

8.1.2. Employees designated as mission-critical shall telework on a regular basis to ensure their proficiency and telework's effectiveness in continuing operations in the event of an emergency or pandemic. Mission-critical employees in positions not typically eligible for telework should telework on a situational basis, when feasible. Such employees shall have a signed and approved DD Form 2946, *DoD Telework Agreement*, in place.

8.1.3. Designated mission-critical employees who are unable to work due to personal situations (e.g., injury or illness or dependent care responsibilities) will request leave appropriate for those circumstances. Employees are required to contact supervisor and request appropriate leave in accordance with applicable procedures if unable to telework or report to the traditional worksite.

8.1.4. An employee who is required to work and fails to report for work without adequate reason for his or her absence, the supervisor may place employee on absence without leave (AWOL), and employee may potentially be disciplined for AWOL.

8.2. Pandemic Health Crisis. In the event of a pandemic health crisis, employees with COOP responsibilities and employees who do not have COOP responsibilities, but are trained and equipped to telework, may be asked to telework to prevent spread of germs. These employees should telework on a regular basis to ensure their proficiency and telework's effectiveness in continuing operations. Employees in positions not typically eligible for telework should telework on a situational basis when feasible. Employees who may be required to telework in the event of a pandemic must have a signed DD Form 2946, *DoD Telework Agreement*, in place.

8.3. Office Closure or Dismissal. Employees approved for regular and situational telework who are not able to report to their assigned office location due to office closure or dismissal from a natural or man-made emergency event (e.g., hurricane, earthquake, wild fire, snow storm, flooding, act of terrorism) or when OPM (or other official agencies such as FEB) announces that Government offices are open with the option for unscheduled telework when weather conditions or other circumstances disrupt commuting and compromise employee safety, are required to telework each regularly scheduled work day during the emergency situation, when the capability to telework is available at the alternative worksite.

8.4. No Additional Pay or Paid Time Off for Employees Who Must Work. Employees who are required to work on site (e.g., at the office) or telework during their regular tour of duty on a day when Federal offices are closed to the public (or when other employees are authorized a delayed arrival or an early departure) are not entitled to receive overtime pay, credit hours, or compensatory time off for performing work during their regularly scheduled non-overtime hours.

8.5. Designated mission-critical employees who are unable to work due to personal situations (e.g., injury or illness or dependent care responsibilities) will request leave in accordance with established leave policies and procedures.

8.5.1. While under this Instruction telework may not be used as a substitute for dependent care, when such an employee required to telework lacks dependent care due to the same emergency situation that produced the office closure, the employee may, in lieu of taking leave, contact the supervisor and request the ability to telework if the employee believes that he or she is able to accomplish work duties (for at least part of the day).

8.6. If circumstances permitting Administrative Leave for other non-teleworking employees also prevent the teleworker from working at the telework location (e.g., loss of electrical power; evacuation by local authorities; or the employee cannot access materials necessary to continue work during the emergency), the employee is required to attempt to contact a supervisor to be excused from duty. Supervisors are responsible for ensuring teleworkers and non-teleworkers are informed of the appropriate procedures for contacting the supervisor to be excused from duty.

8.7. Supervisors may administratively excuse the designated teleworker from teleworking on a case-by-case basis. Supervisors will contact the CPS for guidance before using the administrative leave provision.

8.8. If the worksite office is open and other circumstances prevent the employee from teleworking, the employee may report to the worksite or request leave as practicable and approved by the supervisor.

8.9. If the teleworker is unable to communicate with his or her supervisor to be excused from duty and cannot maintain his or her remote working status, the teleworker shall follow the installation's emergency guidance, orders, and procedures (e.g., outlined in organization's COOP and other applicable emergency management plans). Supervisors are responsible for ensuring employees are aware of the organization's COOP and other applicable emergency management plans.

8.10. Any requirement that a teleworker continue to work during an office closure or early dismissal must be included in the employee's DD Form 2946, *DoD Telework Agreement*.

8.11. When an employee's residence or other approved worksite has been designated as a safe haven during an emergency, such as a pandemic health crisis evacuation, the supervisor may assign any work necessary, as long as the employee has the skills to perform the assigned work, without regard to the employee's grade or pay band level. In cases where a safe haven is designated, a DD Form 2946, *DoD Telework Agreement*, does not need to be in place consistent with the guidelines in 5 CFR 550.409, Evacuation Payments During a Pandemic Health Crisis.

ROBERT E. CORSI, JR. SES  
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## ATTACHMENT 1

## GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

***References***

Federal Register FMR Bulletin 2006-B3, *Guidelines for Alternative Workplace Arrangements*, 17 March 2006

HAF Mission Directive 1-24, *Assistant Secretary of the Air Force, Manpower and Reserve Affairs*, 15 December 2008

HAF Mission Directive 1-32, *Deputy Chief of Staff of the Air Force, Manpower, Personnel and Services*, 1 July 2009

AFPD 36-8, *Employee Benefits and Entitlements and Work/Life Programs*, 10 Feb 2009

AFI 36-807, *Weekly and Daily Scheduling of Work and Holiday Observances*, 22 Jun 1999

AFMAN 33-363, *Management of Records*, 1 Mar 2008

DoDI 1035.01, *Telework Policy*, 4 Apr 2012

***Prescribed Forms***

None

***Adopted Forms***

DD Form 2946, *Department of Defense Telework Agreement*

AF Form 428, *Request for Overtime, Holiday Premium Pay, and Compensatory Time*

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**A1**— Personnel

**AF**— Air Force

**AFPC**— Air Force Personnel Center

**AFPD**—Air Force Policy Directive

**AFI**— Air Force Instruction

**AFMAN**— Air Force Manual

**CIO**—Chief Information Officer

**COOP**— Continuity of Operations

**CPF/S**— Civilian Personnel Flight/Section

**DCPA**— Defense Civilian Personnel Advisory Service

**DCPD**— Defense Civilian Personnel Data System

**DCS**— Deputy Chief of Staff

**DoDD**— Department of Defense Directive

**DoDI**— Department of Defense Instruction  
**DRU**— Direct Reporting Unit  
**FEB**— Federal Executive Board  
**FOA**— Field Operating Agency  
**GFE**— Government Furnished Equipment  
**GSA**— General Services Agency  
**HAF**— Headquarters Air Force  
**HR**— Human Resource  
**MAJCOM**— Major Command  
**MR**— Manpower, Reserve Affairs  
**OCONUS**— Outside the Continental United States  
**OPM**— Office of Personnel Management  
**OPR**— Office of Primary Responsibility  
**RDS**— Air Force Records Disposition Schedule  
**SAF**— Secretary of the Air Force  
**SIF**— Security Information File

*Terms*

**Alternate worksite**—A place away from the traditional worksite that has been approved for the performance of assigned official duties. It may be an employee’s home, a telework center, or other approved worksite.

**COOP planning**—An effort to ensure that the capability exists to continue agency essential functions across a wide range of natural disasters or local or national declared emergencies.

**Defense Civilian Pay System**A pay processing system used to pay DoD civilian employees.

**Eligibility**Characteristics of the job position and the employee that identify suitability for teleworking as determined by the supervisor or other appropriate management official in the employee’s chain of command.

**Emergency situation telework**Telework performed in an employee’s home or alternative worksite during a crisis situation or emergency event by those employees who perform duties in support of mission requirements during crisis situations or contingencies.

**Employee**A DoD civilian employee paid from appropriated funds.

**Federal Executive Board**A group composed of the heads of all Federal departmental and agency field offices, civilian and military, which is the primary means for distributing information, interagency training, and promoting discussion of Federal policies, activities, and management issues for Federal Executives in the field (e.g., agencies located in major metropolitan areas in the United States).

**Full—time Telework**When an employee spends 100% of time at the telework site, usually used for virtual or long-distance employees or employees with medical conditions or disabilities (See also 1.2.10.7.) which prevent work attendance at the traditional worksite. Full-time telework requires the preparation and submission of a request for personnel action in order to complete a Standard Form 50, Notification of Personnel Action.

**Head of Activity**The leader of a tenant or geographically separated organization who is not termed a commander IAW AFI 38—101, Air Force Organization, and whose chain of command does not report through the installation or tenant commander. Examples include the superintendent of the U.S. Air Force Academy, a civilian leader of a tenant organization on a host installation, and a civilian or military leader of a detachment or operating location.

**Installation Commander**—Military commander of an installation/host unit.

**Mission—critical duties**Job position functions that are identified as critical to performance of the mission. This is not the same as mission-essential positions.

**Official worksite**—Approved location where the employee regularly performs his or her duties.

**Officially disciplined**A disciplinary action taken in accordance with AFI 36—704, Discipline and Adverse Actions and results in the placement of a document in the employee's official personnel file.

**On—boarding**Process that takes place when an employee enters a new position. The on-boarding process involves integrating and acculturating new employees into the organization and providing them with tools, recourse, and knowledge to become engaged, successful, and productive early in the employment cycle.

**Regular and recurring telework**—An approved work schedule where eligible employees work at an alternative worksite on a regular, recurring, and ongoing basis at least twice each biweekly pay period.

**Remote Access**—The ability for an organization's users to access its nonpublic computing resources from locations other than the organization's facilities.

**Safe haven**—Agency designated location such as an employee's residence or an alternative location mutually agreeable to the agency and the employee when employees are evacuated from their worksites.

**Situational telework**Telework that occurs on an occasional non—routine or ad hoc basis. Telework that occurs to complete short-term special assignments or to accommodate special circumstances is also considered situational even though the telework may occur continuously for a specific period.

**Supervisor**—Civilian management official or commander who has responsibility for directing and managing employee work and for approving and denying employee telework agreements.

**Telework**—A voluntary work arrangement where an employee performs assigned official duties and other authorized activities during any part of regular, paid hours at an approved alternative worksite (e.g., home, telework center) on a regular and recurring or a situational basis. Telework includes remote work where an employee resides and works at a location beyond the local commuting area of the employing organization's worksite. Telework does not include any part of work done while on official travel or mobile work, that is, work characterized by routine and

regular travel to customer or other worksites instead of a single agency worksite (e.g., site audits, inspections, investigations, and property management).

**Telework agreement**—A written agreement, completed and signed by an employee and the authorized management official(s) via the DD Form 2946, *DoD Telework Agreement*, that outlines the terms and conditions of the telework arrangement.

**Telework Center**—A facility that provides a geographically convenient office setting with work stations and other office facilities and services that are used by civilian employees from more than one organization.

**Telework site**—Alternative worksite location where an employee performs assigned official duties.

**Tenant Commander**—Military commander of an activity/unit tenanted/located on a host installation who does not report through the installation/host unit commander. For example, Major Commands, Numbered Air Forces, Direct Reporting Units, and Field Operating Agencies may be located on installations but their commanders are not subordinate to the installation commander.

**Traditional worksite**—The place where an employee would normally work absent a telework agreement.

**Unscheduled telework**—A specific form of situational telework where an employee on an approved telework agreement performs assigned official duties at home or other approved worksite when Government offices are closed to an emergency event or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety.

ATTACHMENT 2

GOVERNMENT FURNISHED EQUIPMENT AGREEMENT

Figure A2.1. GOVERNMENT FURNISHED EQUIPMENT AGREEMENT

(to be added to DD Form 2946, DoD Telework Agreement, when applicable)

1. I understand the government retains ownership and control of all hardware, software, and data associated with government-owned systems.
2. I understand GFE is **FOR OFFICIAL USE ONLY (FOUO)**. Installation, repair and maintenance are at the sole discretion and direction of the issuing organization.
3. I will bring GFE to the primary work office for maintenance or security updates, as requested. This is imperative to ensure the latest virus protection and updates are loaded.
4. I agree to protect all GFE, to prevent use from unauthorized users, and to use the equipment only for official purposes.
5. I understand GFE must be officially assigned to me before operating GFE for telework.
6. I agree to install, service and maintain any privately-owned equipment at my sole risk and responsibility.
7. I understand the government does not incur any cost or liability resulting from the use, misuse, loss, theft, or destruction of privately-owned computer equipment or resources (e.g., PEDs, WiFi's or laptops).
8. I understand I **must** comply with DoD and Air Force security procedures and ensure security measures are in place to protect government equipment from damage, theft, or access by unauthorized individuals.
9. I understand access to sensitive (e.g., Privacy Act, FOUO) documents, data, records, etc.; on government equipment must be consistent with all DoD and Air Force directives and instructions.
10. I understand I am not authorized to work on classified information or documents away from official duty location.
11. I understand I am responsible for complying with computer security and information assurance policies to protect against malicious logic, viruses, and physical loss, theft, or damage of information systems. Anti-virus software is available for both government and privately owned computers.
12. I understand, if telecommuting privileges terminate, I must immediately return government-owned hardware, software, and data, and cancel all telecommunications services the government provided.

Print Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Employee Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_