



City of Waukesha HR Policy

B19 Telecommuting/**Remote Work**

I. Purpose

In response to evolving workplace trends and the increasing demand for flexible work arrangements, the City recognizes the need for a comprehensive telecommuting policy. This policy establishes clear guidelines and expectations for non-represented City of Waukesha employees who engage in remote work. It aims to provide flexibility while ensuring high levels of productivity and service standards. By offering various telecommuting options, the City seeks to accommodate the diverse needs of employees and optimize the use of resources by reducing commuter stress, traffic congestion, and granting a greater degree of personal freedom to employees.

II. Summary

Telecommuting is a flexible work arrangement where employees can work remotely on an as-needed basis, or hybrid schedule, depending on departmental needs and subject to department head approval. Offering the opportunity to work ~~from home~~ remotely is a management option, based on the discretion of the employee's department head. Telecommuting is not appropriate for all employees. No employee is entitled to, or guaranteed the opportunity to, work ~~from home~~ remotely. The employee must currently be performing at an overall satisfactory level or above in their position. All telecommuting agreements must meet the criteria in this policy and may be terminated at any time by either the employee or the department head.

III. Definitions

- | | |
|---------------------------|--|
| A. Remote Work: | The practice of performing job duties from a location outside the traditional office setting, typically from home, using internet-connected devices and communication tools. |
| B. Flexibility: | The ability to adjust work hours or location to accommodate both the employee's personal needs and the organization's requirements while meeting job expectations. |
| C. Onsite: | The requirement for employees to be physically present at the designated City office or worksite as determined by management. |
| D. Work Schedule: | <p>Designated hours during which an employee is expected to perform their job duties. For telecommuting, this typically aligns with standard working hours (e.g., 8 AM – 4:30 PM), unless otherwise agreed upon with the manager. Even when working remotely, hourly employees must punch in and out for lunch daily.</p> <p>No City employee will be allowed to have a 100% remote schedule. A minimum of three days per week onsite is required, depending on department specific needs.</p> |
| E. Accountability: | Employees are responsible for completing their job duties effectively and efficiently, regardless of their work location. This |



City of Waukesha HR Policy

B19 Telecommuting/**Remote Work**

includes regular reporting, adherence to performance metrics, check-ins, and maintaining communication with supervisors and colleagues.

Telecommuting, employees may be asked to complete and submit a Work Activity Log each day to account for time worked at the participant's alternate worksite. Failure to do so may result in termination of an employee's approval to telecommute.

- F. Work Product:** The task completion rate, volume of work produced, and accuracy of work delivered should be the same whether working remotely or onsite.

IV. Telecommuting Expectations and Accountability

- A.** Employees who telecommute are subject to the same internal City policies ~~regarding the use of City provided equipment (hardware and software) and services~~ as that of employees at the centrally located worksite.
- B.** Similar to being onsite, employees who are authorized to telecommute must maintain a high standard of professionalism, productivity, and accountability while working remotely. They will be provided with clear expectations for their schedule, tracking of tasks, performance metrics, and the use of time during work hours. Employees may, at the discretion of management, be called to work onsite on a planned telecommuting workday to meet the needs of the department. Consequences for not adhering to the outlined expectations could be grounds for discipline up to and including termination.
- C.** Telecommuting shall not be used as a substitute for dependent or childcare. Employees who telecommute are expected to make dependent and childcare arrangements during the period they will be working at home.
- D.** Employees shall not conduct any unauthorized external (non-City) work during their telecommuting work schedule.

V. Requirements

- A.** The employee will maintain the confidentiality of City information and documents, prevent unauthorized access to any City system or information, and dispose of work-related documents in a manner that will not jeopardize the interests of the City.
- B.** The supervisor will determine the equipment needs for each employee on a case-by-case basis. Equipment supplied by the City is to be used for business purposes only. The City will not reimburse the employee for any telecommuting expenses.
- C.** Employees who telecommute shall not allow anyone, except City employees, to use City provided equipment (including hardware and software) and services.
- D.** Employees must have reliable internet access, phone service, and other access necessary to perform their duties.
- E.** A suitable, distraction-free workspace is required for remote days. Employees must also have the ability to be reached by other City employees, residents, external customers, and/or



City of Waukesha HR Policy

B19 Telecommuting/**Remote Work**

vendors. This can be achieved through the utilization of MiCollab or any other application approved by IT (contact IT for assistance).

- F. The City will provide for routine maintenance and repairs of City equipment if the equipment is returned to the employee's centrally located worksite. **The IT department will provide remote technical support as needed.**
- G. Telecommuting employees shall not hold business meetings with internal or external clients, customers or colleagues at their residence
- ~~H. Telephone equipment (such as a fax machine) and service may be provided on an as-needed basis to employees by the City if approved in advance by the employee's department director or department manager.~~
- ~~I. Telecommuting expenses beyond the minimum spending limit set up by department director or department manager will also require advance approval by the department director or department manager.~~
- ~~J. Routine maintenance and repairs for City provided equipment that cannot be returned to the centrally located worksite in a cost effective manner may be conducted at an employee's home if it is approved in advance by the employee's department director or department manager and is agreeable with the applicable technology support staff person.~~
- ~~K. The City may reimburse an employee on a case-by-case basis for business related long-distance telephone expenses incurred at the employee's home on telecommuting days if approved in advance in writing by the employee's department director or department manager.~~
- ~~L. Telecommuting expenses beyond the minimum spending limit set up by department director or department manager will also require advance approval by the department director or department manager. Long distance charges for remote access to the City's network are permissible if approved in advance in writing by the employee's department director or department manager.~~
- ~~M. Telecommuting expenses beyond the minimum standard set up by department director or department manager will also require advance approval by the department director or department manager. Reimbursement will require an itemized copy of the employee's telephone bill.~~
- N. The employee is responsible for maintaining a safe and ergonomic working environment, including the work area, bathroom, and other areas that may be necessary for working during the telecommuting arrangement. Worker's compensation will not apply to non-job-related injuries that occur in the home. The employee also remains responsible for injuries to third parties and/or members of the employee's family on the employee's premises. City of Waukesha will not be responsible for injuries to third parties or members of the employee's family that occur on the employee's premises.
- O. In the event of a job-related incident, accident or injury during telecommuting hours, the employee shall report the incident to their supervisor as soon as possible and follow established procedures to report and investigate workplace incidents, accidents or injuries.
 - 1. The employee must allow home office inspections conducted by the City if a job-related incident, accident or injury has occurred.



City of Waukesha HR Policy

B19 Telecommuting/**Remote Work**

- P.** All equipment must be returned to the City within **seven** ~~14~~ days of the date the telecommuting arrangement is no longer valid or if the equipment will no longer be needed by the employee to do their work. **If equipment is not returned, the employee will be financially responsible for the replacement.**

VI. Determinations

- A.** Compliance with this policy is mandatory. Failure to adhere to the guidelines may result in revocation of telecommuting privileges.
- B.** Employees should not assume any specified period of time for telecommuting arrangements. The City may require employees to return to regular, onsite work at any time.
- C.** The success of telecommuting relies on trust, responsibility, and communication. Employees must understand and comply with the expectations set forth in this policy in order to maintain an effective and productive remote work environment. By adhering to this policy, employees will contribute to the success of their team and the organization as a whole.

Approved **by the Council** this **X** day of **XYZ** 2026.

Mayor

ATTEST:

City Clerk