



ADMINISTRATIVE MEMORANDUM No. 142
SUBJECT: GS/OAS TELEWORK AND OTHER ALTERNATIVE WORK ARRANGEMENTS POLICY

CONSIDERING:

The Secretary General, through [Executive Order No. 22-03](#) adopted on June 3, 2022, recognized the need to update the modalities of alternative work arrangements established by the Executive Order No. 16-08 and authorized the Secretary for Administration and Finance to modify and regulate the requirements, procedures, and necessary guidelines for the use of alternative work arrangements,

THE DECISION:

1. To adopt the GS/OAS Telework and Other Alternative Work Schedule Policy, attached hereto as Annex A.
2. To approve the Telework Agreement Request (TWAR) form, to be made available on the OASConnect intranet site. The TWAR shall be used by workforce members to request telework. Effective as of the date of this Administrative Memorandum, all requests for telework shall be registered through the appropriate TWAR form. The Department of Human Resources shall make the TWAR web-based form available to all dependencies of the General Secretariat via the new automated Telework System. A staff member requesting alternative work schedules for in person work does not need to use the TWAR system and may continue to submit the request via memorandum or email to their supervisor.

A handwritten signature in black ink that reads "Jay Anania".

Jay N. Anania
Secretary for Administration and Finance

Original: English
June 3, 2022

ANNEX A

GENERAL SECRETARIAT TELEWORK AND OTHER ALTERNATIVE WORK ARRANGEMENTS POLICY

1. Purpose

1.1 The purpose of this Policy is to set forth the requirements, procedures, and administrative guidelines both for the General Secretariat's telework program as well as other alternative work arrangements as defined in this Policy. These programs are designed to facilitate increased flexibility to the work schedules of the General Secretariat's workforce, while allowing the General Secretariat to maintain a progressive, inclusive, and productive environment. Regarding telework, this Policy promotes its use throughout the General Secretariat as a means of achieving administrative efficiencies, advancing wellbeing and work/life balance, facilitating business continuity, and sustaining the recruitment and retention of a highly qualified, highly motivated, and diverse workforce.

1.2 All types of alternative work arrangements, which includes telework, shall be administered in such a way as to ensure adequate coverage for the individual operations of the respective dependencies of the General Secretariat, while also benefitting the General Secretariat through increased productivity without compromising the quality of output.

2. Definitions

2.1. Alternative Work Arrangement: An alternative work arrangement is any work modality that deviates from the standard physically present workplace and work hours as indicated in Staff Rule 101.1 (a) and (b). These are addressed in more detail in Section IV below and are not mutually exclusive as telework may be used in combination with Flexible Working Hours (FWH) or Compressed Work Schedule (CWS).

2.2. Compressed Work Schedule (CWS): An alternative work schedule in which a workforce member works 80 work hours bi-weekly in nine (9) consecutive workdays rather than the regular 10 workdays, resulting in one (1) scheduled non-working day ("CWS day") every two (2) weeks.

2.3. Core In-Person Day: A day in which all workforce members of a specific dependency of the General Secretariat, or of the General Secretariat as a whole, who are not on authorized leave or absence, will be expected to physically report on premises to their Official Duty Station. The determination of a Core-In-Person Day will be made by the General Secretariat or the corresponding Secretary, Executive Secretary, or Director, depending on the level of grouping required to attend and the need of services.

2.4. Core Telework Day: A day in which workforce members who are authorized to telework are expected to telework. The determination of a Core Telework Day may be made by the General Secretariat, or by the Secretaries, Executive Secretaries or Directors for their respective dependencies.

2.5. Duty Station: The designated location to which the workforce member is assigned to perform their official work duties in accordance with their employment contract.

2.6. Emergency Workforce Members: Individuals who are expected to report to their workplace or telework as permitted during Emergency Situations unless otherwise directed by the General Secretariat. Emergency Workforce Members should be designated and notified in advance on an annual basis.

2.7. Emergency Situation: An event, incident, or circumstance that interrupts or compromises operations at, or travel to or from, OAS Headquarters or duty stations or alternative workplace. May include a range of situations including, but not limited to, civil disruptions, inclement weather and associated travel conditions, security threats, natural disasters, public health emergencies, power outages, unusual traffic situations, water main breaks, or other incidents where access to OAS Headquarters, duty stations or alternative worksites is compromised. Emergency situations, as defined in this policy, include but are not limited to those that result in an official announcement of an operating status under which unscheduled telework is allowed, and in accordance with Rule 101.1 (d) and (f) governing General Secretariat pronouncements regarding closures.

2.8. Flexible Working Hours (FWH): An alternative work schedule in which a workforce member elects a daily start and end time other than the start of regular working hours as defined in Staff Rule 101.1.

2.9. OAS Headquarters: Refers to the physical premises of the General Secretariat located in Washington, D.C.

2.10. Regular Telework: A modality of alternative work arrangement that allows eligible workforce members to perform their official functions from an alternate and remote worksite, not on General Secretariat premises, upon registration of a Telework Agreement. Unless a position is designated for performance primarily or fully via telework, telework is voluntary and not an entitlement or acquired right as indicated in Section III A of this Policy.

2.11. Situational Telework: Additional and temporary days that are outside regularly scheduled telework days (Regular Telework), and/or from a location that is not their regular Telework Site or within commuting distance of their duty station. Situational Telework requires agreement between the workforce member and their supervisor through an amendment of their existing Telework Agreement.

2.12. Teleworker: An eligible workforce member who teleworks from an external location in accordance with the terms defined in a telework agreement reached between the teleworker and the area supervisor. Eligibility is determined through approval of the Telework Agreement, confirming that IT tools, equipment, and training necessary to telework are adequate.

2.13. Telework Agreement: An agreement reached between an eligible workforce member and their area supervisor which details the specific requirements of the telework arrangement, to include, inter alia: determination regarding the suitability for telework of the individual's duties, the number of days

per week allowed for telework, the anticipated daily work schedule, days in which the workforce member is expected to present physically at OAS Headquarters or other duty station, duration and location of the telework arrangement, and acknowledgement of the responsibilities of the teleworker and the General Secretariat with respect to telework. An approved Telework Agreement Request (TWAR) constitutes a Telework Agreement.

2.14. Telework Agreement Request (TWAR): This is the automated telework application accessible through OASConnect that workforce members will use to enter into a telework agreement with their supervisors.

2.15. Telework Position: A position designated by the General Secretariat to be performed primarily or exclusively via telework. Persons filling such positions might not have an option to work from a General Secretariat worksite.

2.16. Telework Site (also referred to as Remote Workplace): A location approved in a Telework Agreement, other than the General Secretariat workplace but within commuting distance of the duty station, and which provides appropriate information technology (IT) connectivity and security precautions in support of the work. A workforce member's residential address as provided to the Department of Human Resources is considered the default Telework Site. For purposes of this Policy as it pertains to G4 visa holders, commuting distance is defined as a location within 50 miles from the OAS Headquarters or the duty station where a workforce member is assigned.

2.17. Workforce Member: This term refers to any member of the human resources of the General Secretariat as defined in Article 17 a) and b) of the General Standards to Govern the Operations of the General Secretariat, as well as fellows.

3. Application and Scope

3.1 Alternative work arrangement modalities are not an entitlement or right of eligible workforce members.

3.2 This Policy applies to all dependencies of the General Secretariat, including Offices of the General Secretariat in Member States, and the eligible workforce members therein.

3.3 This Policy applies only to workforce members who are staff of the General Secretariat as contemplated in Article 17 a) of the General Standards to Govern the Operations of the General Secretariat (General Standards). For other workforce members as defined in art 17 b) of the General Standards, their eligibility for telework shall be explicitly defined in the terms of reference of the respective contracts and/or agreements. The General Secretariat shall clearly indicate in the terms of reference whether the work (services or product/s) may or must be performed remotely. In order to facilitate congruency in the workflow of each area, the contracting dependencies may use the guidelines set forth in this Policy as a reference when incorporating telework components into the terms of reference of a CPR.

3.4 The Secretariat for Administration and Finance will determine the applicability of this Policy to Local Personnel working away from OAS Headquarters, as defined in Article 24 of the General Standards, in accordance with the conditions of the duty station and the needs of the Organization.

4. Alternative Work Arrangements

4.1 The available modalities of alternative work arrangements are as follows:

- Regular Telework;
- Flexible Working Hours (FWH);
- Compressed Work Schedule (CWS); and
- Situational Telework.

4.2 Telework, be it Regular or Situational, may be applied using the normal working hours as indicated in Staff Rule 101.1 (b), this being 9:00 a.m. to 5:30 p.m. with one hour for lunch, or in combination with either Flexible Working Hour or Compressed Work Schedule.

4.3 Regular Telework:

4.3.1 Supervisory approval is required for a workforce member to telework. Such approval is discretionary and may be rescinded by a supervisor when it is in the interest of the General Secretariat to do so (see Section 13.4). Supervisors must document their approval or denial of a workforce member's request to telework and include the basis for their decision, which shall be reflected and registered on the TWAR system and will be subject to review by the Department of Human Resources.

4.3.2 Teleworkers must agree to comply with the regular working hours of the duty station or be consistent with working hours allowed under one of the Alternate Work Schedules.

4.3.3 Teleworkers and their supervisors will participate in periodic assessments of on-going suitability of the telework program, and overall performance evaluation of staff member teleworkers will be conducted in accordance with the system established by the General Secretariat, specifically the Performance Evaluation System (PES).

4.3.4 Prior to initiating telework, both the teleworker and their supervisor must execute a Telework Agreement. Supervisors and prospective teleworkers must read and fully understand this Policy before entering into a Telework Agreement and completing the TWAR serves as confirmation of said understanding.

4.3.5 To be deemed suitable for telework, the work functions should be portable and must be measurable in terms of quality and quantity, and not dependent for their satisfactory completion on workplace physical presence or on information, materials or facilities that are not readily accessible from the telework site. The suitability of a work function for telework is

ultimately the decision of the supervisor after consultation with the workforce member. Examples of positions that would not be suitable for telework include, but are not limited to:

- On-site work activity that cannot be handled remotely or at an appropriate alternative worksite (e.g., full-time client-facing positions); or
- positions that require the direct handling of secure materials determined to be inappropriate for telework (this would include materials for which there exists a written policy restricting the use/access outside a specific area within the physical installation, or materials for which appropriate mitigating IT security measures do not secure personal information).

4.3.6 Teleworkers must have a clear understanding of work-related expectations and the ability to work efficiently, establish priorities, and manage their own time.

4.3.7 Teleworkers must be proficient in the required software applications, intra/internet, virtual meeting, and email functions.

4.3.8 Official holidays and excused absences in connection with official holidays, as provided in Staff Rule 101.2, will apply to teleworkers under this Policy.

4.3.9 Teleworkers must be accessible to their supervisor and to colleagues during the working hours agreed upon in the Telework Agreement (Regular, Flexible working hours, or CWS), by means of the different technology options available, including telephone and electronic mail.

4.4 Flexible Working Hours (FWH):

4.4.1 At the request of a workforce member and upon the prior approval of the workforce member's supervisor and director of the corresponding department, a workforce member may elect Flexible Working Hours where the start time differs from the start of regular working hours, provided that the workforce member completes a full work week.

4.4.2 Supervisors may request that a workforce member work flexible working hours when it is deemed necessary to respond to the needs of the General Secretariat, as long as they do not exceed the total weekly working hours, in which case either overtime or compensatory time is warranted (e.g., during General Assembly sessions) in the case of teleworkers who are staff.

4.4.3 At Headquarters, the General Secretariat will maintain core hours starting at 10:00 a.m. and ending at 4:00 p.m. A workforce member may request flexible working hours with a start time at any quarter-hour interval commencing no earlier than 7:30 a.m. (with a departure time of 4:00 p.m.) and no later than 10:00 a.m. (with a departure time at 6:30 p.m.). No workday schedule can start later than 10:00 a.m. or end earlier than 4:00 p.m. Similar parameters may be established for the Offices of the General Secretariat in the Member States based on local context as agreed to by the Director of the Office in the corresponding Member State and the Coordinator of the Offices of the General Secretariat in the Member States.

4.5 Compressed Work Schedule (CWS):

4.5.1 In considering the approval of a CWS, a supervisor shall consider the nature of work performed by the requesting workforce member, current local laws, current staffing in the relevant work area, the number of workforce members in the work area requesting similar schedules, office coverage during regular working hours, and workforce member performance. Where necessary, a back- up workforce member shall be designated during the CWS day to attend to urgent matters.

4.5.2 For a workforce member working on a CWS, 80 hours will be worked during nine (9) consecutive working days at the rate of eight (8) days of nine (9) working hours, followed by one (1) day of regular working hours eight (8) working hours, and one (1) CWS day every two weeks. The CWS day under the agreement should always be on a Friday and for scheduling purposes may not be rotated.

4.5.3 Any leave requested or reported by a workforce member working on a CWS shall accord with the number of working hours scheduled for that particular day pursuant to the CWS. (For example: If the workforce member actually is in the office to work 3 hours on a day scheduled for 9 working hours, they would submit a leave request for 6 hours.)

4.5.4 CWS hours begin at 9:00 a.m. and end at 6:30 p.m. In the case of established flexible work hours, as defined in section 2.8 above, the work period may be shifted up to one and one half (1.5) hours earlier.

4.5.5 Time worked on weekends, holidays or lunch does not count toward the fulfillment of the 80 required hours.

4.5.6 Workforce members must observe the scheduled hours of the CWS except during periods of official travel and work on missions. When workforce members are required to work on their scheduled CWS day during missions, the corresponding supervisors may authorize them to use their CWS day on an alternate day within 30 days of the scheduled CWS day. This provision is subject to workload and availability of backup.

4.5.7 If a workforce member fails to fulfill the 80-hour requirement (including periods of authorized leave) within the scheduled nine (9) days, there shall be no entitlement to the scheduled CWS day. No partial credit, prorating of days, or carry-over of time worked is permitted.

4.5.8 Workforce members whose scheduled CWS day falls on an official holiday or who must work during the scheduled CWS day due to demands of the General Secretariat will be authorized to use their CWS day on an alternate day within 30 days of the scheduled CWS day. Unused CWS days cannot be accumulated.

4.5.9 Workforce members working on a CWS remain responsible for accomplishing assignments within the timeframe prescribed by their supervisor.

4.5.10 A workforce member and their supervisor may choose to suspend the CWS when it is apparent that multiple official holidays falling within a 10-day period might prevent fulfillment

of the required 80 working hours.

4.6 Situational Telework:

4.6.1 In order to be eligible for Situational Telework, the workforce member must have an existing telework agreement.

4.6.2 This modality shall respond to inclement weather or other emergencies, duty station closures, or special work assignments or circumstances of either the corresponding dependency of the General Secretariat or of the workforce member.

4.6.3 Situational telework may not be used as a substitute for dependent care, sick leave, maternity leave, or parental leave.

4.6.4 The teleworker must notify and obtain approval from their supervisor prior to modifying the agreed-upon telework schedule or site.

5. Duration

5.1 Prior to commencing an alternative work arrangement, a workforce member and their supervisor must agree on the schedule to be followed. An approved TWAR constitutes a Telework Agreement.

5.2 The Telework Agreement will have an initial duration of three to twelve months and will automatically renew so long as neither the supervisor nor the teleworker request a cancellation or modification.

5.3 The Telework Agreement shall not exceed the duration of the workforce member's appointment or contract.

6. Contractual Status

6.1 Participating in an Alternative Work Arrangement does not constitute a break-in-service or affect a workforce member's contractual or employment conditions with the General Secretariat.

6.2 Teleworkers remain subject to the governing regulations, administrative policies, and procedures of the General Secretariat as if they were reporting to work on premises and are entitled to the same benefits as their non-teleworking counterparts.

6.3 Teleworkers who are staff members will enjoy the same career opportunities and will benefit from the same review and development processes and structures as if they were reporting to work on premises. They will have their annual performance objectives established and their performance measures using the General Secretariat's Performance Evaluation System.

7. Compensation

- 7.1** Teleworkers continue to receive the same salaries, benefits, and entitlements for which they would be eligible if they were reporting to work on premises at their official duty station.

8. Duties and Responsibilities

8.1 The General Secretariat shall:

8.1.1 Through the Department of Human Resources:

- ensure that all General Secretariat workforce members and supervisors are aware of the opportunity for alternative work arrangements and the parameters for their implementation as outlined in this Policy;
- provide guidance, and support fair and consistent implementation of this Policy; and
- administer internal controls including reporting to ensure compliance with this Policy;

8.1.1 Promote the right to digital disconnection for all workforce members on non-working days or times or while on approved holiday or leave periods, during which workforce members will have the right not to:

- participate in telephone or video calls/conferences,
- reply to emails, or
- respond to other work-related communications.

8.1.1.1 An exception to this shall be in extraordinary cases when a workforce member's immediate response is critical to the accomplishment of a mission. If such requirements are reasonably predictable, the job description must require continuous availability for specific functions and must be explicitly indicated in the workforce member's job description or terms of reference. Unless the position description or terms of reference include such requirements, the workforce member shall not be subject to disciplinary measures for failure to respond during non-work hours;

8.1.2 Facilitate teleworkers' virtual participation in meetings held at physical facilities, and

8.1.3 Ensure that upgrades to General Secretariat-issued equipment is performed equitably between teleworkers and non-teleworkers.

8.2 The Supervisor shall:

8.2.1 Ensure that the work of the area is adequately covered and staffed during regular working hours;

- 8.2.2** Confirm that the workforce member's work and responsibilities are conducive to telework and/or another alternative work arrangement and ensure that Telework Agreements do not hinder or prevent the timely delivery of products or services;
- 8.2.3** Monitor compliance with the Telework Agreement;
- 8.2.4** Include teleworkers in all normal team meetings and communications via virtual means;
- 8.2.5** Ensure fair and equitable treatment of all workforce members, regardless of their telework status;
- 8.2.6** Appropriately distribute workload to workforce members regardless of telework status and ensure that implementation of this Policy within the team does not place an undue work burden on those working on premises;
- 8.2.7** Give no less than 24 hours advance notice if a teleworker is required to be present on premises on a day that is a scheduled telework day; and
- 8.2.8** Assess the impact of the telework arrangement in terms of productivity, quality of work, and absenteeism through the Performance Evaluation System for teleworkers who are staff; the contract evaluations for consultants and other independent contractors; or through other appropriate means. If the supervisor identifies a negative impact, this is cause for cancellation of the Telework Agreement.

8.3 The Teleworker shall:

- 8.3.1** Be accessible to their supervisor and to colleagues by means of the different technology options available, to include videoconferencing, telephone and electronic mail, during the working schedule agreed upon in the Telework Agreement;
- 8.3.2** Ensure that the telework site is adequately equipped to facilitate the performance of their duties and complies with the General Secretariat's safety and security standards;
- 8.3.3** Attend all trainings sponsored by the General Secretariat on facilitating and optimizing telework;
- 8.3.4** Be familiar with the tools that facilitate telework, such as VPN, Microsoft Office 365 application suite (including Outlook, Word, Excel, Teams, One Drive, and SharePoint), and other applications as deployed;
- 8.3.5** Forward their office phones to their mobile phones. No out-of-office replies should be used during telework;

- 8.3.6** Present on premises on days identified as Core In-Person Days at the duty station, or for other duties when required by their supervisor with at least a 24-hour advance notice;
- 8.3.7** At the request of the supervisor, provide a written summary of the work accomplished while teleworking, the frequency of which shall be agreed upon by the teleworker and their supervisor (e.g., weekly, bi-weekly, monthly, or quarterly); and
- 8.3.8** Take reasonable care for the equipment and office tools provided to perform telework. If damage to property of the General Secretariat results from negligence of the teleworker, the teleworker shall be responsible for replacing said property. The teleworker is not responsible for the normal wear-and-tear resulting from the normal and reasonable use of the equipment granted by the General Secretariat.

9. Time and Attendance

- 9.1** The General Secretariat encourages all areas to consider telework arrangements that allow for a **minimum** of two telework days per week, however area supervisors are free to assess their area's needs and workforce member's individual circumstances and increase or decrease the number of days per week that teleworkers may work remotely accordingly.
- 9.2** Teleworkers are required to work during the scheduled telework hours, which must fall within the scope of the regular working hours at the duty station or, alternatively, within the works hours indicated in the Alternative Work Schedules (Flexible Working Hours or CWS);
- 9.3** Workforce members who are staff should not telework during periods of approved leave, e.g., annual, sick, administrative or other official leave. Teleworkers must request leave benefits in writing and in advance either through the Leave Management System for staff, or through email for other workforce categories that are eligible for leave;
- 9.4** If OAS Headquarters or the assigned duty station is temporarily closed due to an emergency (e.g. lack of water, inclement weather closure), teleworkers will be expected to continue working unless the emergency prevents teleworkers from so doing (e.g., an outage that affects IT systems needed for teleworkers to carry out their assigned functions from the telework site). When both a General Secretariat office and a telework site are affected by a widespread emergency, the General Secretariat will excuse the teleworker's absence in the same way it does the absence of on-premises workforce members. When only a telework site is affected (e.g., a loss of internet connectivity), a teleworker must discuss with their supervisor whether to report in person to the duty station or request annual leave.
- 9.5** In the event of an early dismissal granted by the General Secretariat (before a long weekend or holiday), all workforce members whether teleworking or on-premises, will be excused.
- 9.6** In the event of a weather-induced late arrival, teleworkers are expected to work their regularly scheduled telework hours and will not be excused for the late arrival period.

- 9.7** The General Secretariat reserves the right to require telework for all or some eligible workforce members.
- 9.8** The General Secretariat reserves the right to designate one or more **Core In-Person Days** per month when all workforce members scheduled to work on that day will be expected on premises at their duty station.
- 9.9** Secretaries, Executive Secretaries, or Directors may also designate **Core In-Person Days** for their respective teams, not to exceed three per week. Secretaries should consult with the Secretary for Administration and Finance to stagger Core In-Person Days to allow for decreased density by distributing the physical presence of the General Secretariat's workforce.
- 9.10** The General Secretariat shall designate one day per week as a **Core Telework Day** during which all teleworkers are requested to work at their telework site. This will allow the General Secretariat to generate substantial operational savings by extending the weekend maintenance schedule for Headquarters' buildings.

10. Cost and Maintenance

- 10.1** In general, a Telework Agreement is a flexible work arrangement available to workforce members at their request upon supervisory approval and as such, must not impose additional costs for the General Secretariat. Therefore, workforce members who wish to telework are responsible for any additional costs resulting from establishing and maintaining a telework site, subject to the following exceptions:
- 10.1.1** The General Secretariat will provide the teleworker with one laptop computer that is compliant with General Secretariat Technology standards, and, where necessary, will provide VPN access. The corresponding dependency to which the teleworker is assigned will pay for both laptop and VPN costs.
 - 10.1.2** Other equipment may be provided by the corresponding dependency if deemed necessary to complete a teleworker's normal duties and responsibilities, and in the best interest of the General Secretariat; and
 - 10.1.3** Teleworkers may be reimbursed for official long-distance call charges but should seek to minimize such charges through use of other systems, such as Microsoft Teams.
- 10.2** Teleworkers shall be responsible for any cost incurred in setting up and maintaining a proper telework site, to include adequate internet connectivity, telephone access, printer and ink, furniture, and miscellaneous office supplies.
- 10.3** Costs for space usage, heat, water, office furniture, telephone line, internet installation or usage, printers, answering machine/voicemail service, etc., as well as travel costs to/from the telework site will not be reimbursed by the General Secretariat.
- 10.4** If the workforce member fills a "telework position" and is therefore required by the General

Secretariat to perform regular telework as a condition of employment or contract, the General Secretariat may provide a subsidy to cover some costs associated with telework.

- 10.5** Any cost resulting from using the personal residence as a telework site is the responsibility of the teleworker, including any tax implications.
- 10.6** The Department of Information Technology Services (DOITS) will not provide technical support at the telework site even for General Secretariat-issued equipment. Teleworkers must bring this equipment on premises in the event repairs or security updates are required.
- 10.7** Teleworkers at Headquarters may obtain remote virtual IT support by submitting a helpdesk ticket. Remote virtual support will be limited to General Secretariat-issued equipment. Those in Offices of the General Secretariat in Members States (OGSMS) must follow the procedures established for their duty station.

11. Confidentiality and Information Security

- 11.1** Teleworkers are expected to take reasonable precautions to protect the confidentiality and security of the General Secretariat's information in accordance with the General Secretariat's Information Security Policies to minimize potential information access by unauthorized persons. In addition, special care shall be taken when teleworking from public locations by safeguarding secure material and in particular when engaging in verbal communications. See http://oasconnect/Portals/0/OITS/Network%20Security/Policies/DOITS%20OAS-DOITS-PLC-Information%20Security_rev_DLS-3.0.pdf).

12. Accident, Illness, or Death while Teleworking

- 12.1** While teleworking, workforce members shall be entitled to the same compensation and/or benefits in the case of illness, injury, or death that would have been payable had they been on-premises, so long as the underlying incident is directly attributable to the performance of their official duties on behalf of the General Secretariat.
- 12.2** Exceptions to this rule include if the service-related incident occurred:
- 12.2.1 At a location other than the approved teleworking site;
 - 12.2.2 Outside the hours that comprise the teleworker's official work schedule, unless the teleworker previously obtained approval for alternate hours; or
 - 12.2.3 While the workforce member was engaged in an activity unrelated to the performance of their official duties.

12.3 The General Secretariat assumes no liability for any loss or damage that may occur to the teleworker's telework site and/or personal property, even if incurred during the teleworker's performance of official duties.

13. Modification or Termination of a Telework Agreement

13.1 A Telework Agreement may be modified by mutual agreement of the workforce member and the supervisor.

13.2 A Telework Agreement may be canceled or temporarily suspended by either the General Secretariat or by the workforce member with a minimum of one week of advance notice. This provision does not apply to positions that are defined as fully telework positions.

13.3 Any modifications or cancellations requested by either the Teleworker or their supervisor must be presented by activating a new request through the TWAR system.

13.4 Reasons for decisions to deny, suspend, or limit telework participation may include, but are not limited to:

13.4.1 The teleworker is assigned to a new supervisor, in which case the teleworker will have to sign a new Telework Agreement with the new supervisor;

13.4.2 The teleworker is found to be working from an unauthorized telework site;

13.4.3 Area requirements change, including appropriate office coverage, necessitating on-premises functions;

13.4.4 Lack of workforce member responsiveness/accountability while teleworking;

13.4.5 Receipt of final disciplinary action (i.e., warning, reprimand, suspension, or removal) within the past calendar year;

13.4.6 Performance below fully successful level;

13.4.7 Telework has been demonstrated to have resulted in diminished individual, work team, or organizational performance;

13.4.8 Continuation of telework will interfere with employee's ability to attain or return to a fully successful performance level;

13.4.9 Need for in-person interaction based on status as a trainee/trainer;

13.4.10 Placement on administrative leave;

13.4.11 Receiving disciplinary action for time and attendance issues and/or unauthorized absences within the past calendar year; and

13.4.12 For teleworkers with supervisory functions, ineffective management of subordinates.

13.5 Supervisors should consult with their Department of Human Resources staffer when making determinations regarding denial, suspension, or limitation of telework participation.

14. Misconduct in the Use of Telework or Other Alternative Work Arrangements

14.1 Failure to abide by the provisions outlined in this Policy will lead to the cancelation or suspension of the Telework Agreement and/or result in the application of disciplinary measures under the applicable Staff Rules.