

# Defense Logistics Agency Instruction



DLAI 7212  
Effective February 26, 2013  
J1

## Defense Logistics Agency (DLA) Telework Program

References: Refer to [Enclosure 1](#).

1. **PURPOSE.** This instruction reissues DLA Instruction (DLAI) 7212 (Reference (a)) and establishes policy, procedures, and responsibilities for the DLA Telework Program.

### 2. APPLICABILITY

a. This DLAI applies to Headquarters (HQ) DLA, DLA Primary Level Field Activities (PLFA), and all organizational entities within the DLA Enterprise. Supplementation is not permitted at any level. Except as mandated by law, when the provisions in this instruction differ from those in a negotiated agreement, the applicable agreement will take precedence for bargaining unit employees.

b. DLA's Telework Program policy applies to all DLA civilian employees (including non-appropriated fund and foreign national employees) and active duty military service members assigned to DLA. DOD guidance in Reference (k) may provide limiting eligibility parameters for foreign national employees.

c. Employees requesting telework as reasonable accommodation due to a disability are covered by this instruction and by *Procedures for Requesting Reasonable Accommodation for Individuals* (DLAI 7409) at <http://www.dla.mil/dlaps/do.asp>. More information about reasonable accommodation is available from Disability Program Coordinators (DPC) who may be identified through activity Equal Employment Opportunity (EEO) offices listed at <http://www.dla.mil/EEO/Pages/Offices.aspx>.

### 3. POLICY.

a. It is DLA policy to actively promote and appropriately implement telework to facilitate organizational success in support of mission, workforce efficiency, and emergency preparedness. Telework may also enhance quality of life for eligible employees, serve as an effective recruitment and retention strategy, support efforts to employ and accommodate people with disabilities, create cost savings by decreasing office space and parking facility needs, enhance employee safety during emergency situations, and reduce commuter and environmental impact.

(1) Telework is a voluntary program, not an employee right. It is an opportunity to work in a more flexible environment; however, once a voluntary telework arrangement has been entered into, it also carries the obligation to support mission continuity in emergency situations such as inclement weather, pandemic, or crisis.

(2) DLA leaders should allow maximum flexibility for employees or military service members to telework to the extent that individual performance, mission readiness, and organizational effectiveness are not compromised.

(3) DLA leaders are encouraged to consider creative solutions to facilitate employee participation in telework including, for example, virtual offices, telework centers, hoteling, hot desking/seating, desk sharing, and other distributed workplace arrangements. Definitions for these alternatives may be found in Enclosure 3.

(4) At least annually, DLA activities will assess and revalidate their internal programs including position eligibility, designations of emergency employees, and other elements consistent with the activity director responsibilities outlined in section 4.c. below.

(5) DLA activities will set internal telework goals annually and participate in enterprise-wide initiatives to increase the use of telework, monitor progress, and identify and eliminate barriers to productive telework consistent with the responsibilities in 4.c. below.

#### b. DLA Telework Program parameters

(1) Approving Officials. DLA Executive Board (EB) members serve as Approving Officials for their activities. For DLA HQ, an activity's telework Approving Official is the senior Executive Board member. For DLA PLFAs, telework Approving Officials are the Deputy Commanders.

(a) For approvals, Approving Officials may delegate approval authority in writing as they deem appropriate.

(b) For denials, Approving Officials may delegate authority only to another EB member and no lower than the Deputy Director level. In organizations with no deputy and/or no additional EB members, the authority to deny may not be delegated.

(2) Telework is offered at the discretion of management when participation is beneficial to the employer, employee, and community in aggregate. When offered, employees are encouraged to volunteer to participate. Certain employees may be required to participate during emergency or unusual situations if they occupy positions with duties considered mission-critical. More information regarding telework and mission continuity is found in section 3.o. below.

(3) By law, a signed telework arrangement must be in place prior to commencing any type of telework. A telework arrangement defines multiple work factors including type of telework approved, work schedule, assignments, performance expectations, mission-critical functions, security and safety parameters, and so on. As an agreement between a supervisor and

an employee, it must be replaced or reaffirmed when a significant change occurs including, for example:

(a) A permanent change in the type of telework arrangement (e.g., from situational to regular and recurring),

(b) A change in the alternative worksite,

(c) A change in mission-critical assignments or work requirements during emergency situations, or

(d) A new supervisor/employee relationship is established.

1. For assignment to a position with different duties or expectations, existing agreements may be revoked, replaced, revised, or reaffirmed.

2. For assignment of a new supervisor to an organization where employees are already teleworking, existing arrangements should be reviewed, revised if needed, and reaffirmed. A new telework arrangement package is not required simply because a new supervisor is assigned to an organization; however, confirmation of existing arrangements is advised.

(4) By law, teleworkers and non-teleworkers must be treated the same for the purposes of work requirements, periodic appraisals of job performance, training, rewarding, reassigning, promoting, reducing in grade, retaining and removal, and other acts requiring management discretion. For example, performance standards for employees who telework should be the same as performance standards for onsite employees performing the same function or duties. As with any effective supervisory relationship, work assignments to be performed should be communicated and understood, whether an employee teleworks or not.

(5) By law, a telework arrangement package including all associated forms must be signed by both the Approving Official (or designee) and the individual employee before telework may begin (Reference (c)). No exceptions are permitted.

(6) By law, telework arrangements may not be approved unless the employee has completed the required training (Reference (c)). DLA also requires supervisors to be trained prior to acting on requests. The appropriate training courses must be launched through the DLA Learning Management System (LMS). Employees who do not have LMS accounts may contact their Telework or Training Coordinators for instructions on access. Training includes telework procedures, DLA-specific policy, safety requirements, and information technology and data security. Documentation that the LMS training has been completed is required with telework arrangement approval packages. (See Enclosure 2 for procedural information.)

(7) Military service member participation is at the discretion of the relevant Approving Official. The use of the DLA Telework Agreement and related forms to document the arrangement is also discretionary for Approving Officials.

(8) DLA offers two types of telework arrangements:

(a) Regular and Recurring Telework. An employee is scheduled to work at an approved alternative worksite in a regular and recurring pattern.

(b) Situational Telework (also referred to as periodic, ad hoc, or intermittent telework). An employee's telework at an approved alternative worksite is unscheduled, project-oriented, or irregular in nature. Examples include telework to:

1. Continue operations when the traditional worksite is closed to the public, access is limited, or commuting is dangerous.

2. Practice telework to ensure readiness for continuing operations in the event of a crisis or national emergency.

3. Perform short-term projects or assignments that require concentration and uninterrupted blocks of time for successful completion.

4. Allow work by an employee who is temporarily unable to physically report to the traditional office (e.g., when recovering from illness or injury).

5. Complete web-based or other distance learning.

Note: These two types of telework are not mutually exclusive. For example, an employee who teleworks on a regular and recurring basis may also be granted situational telework to complete a specific project. New telework documents are not necessary as long as the adjustment is short term and no significant change has occurred (see 3.b.(3) above).

(9) Telework may be permitted in full or partial days, from 1 to 5 days per week.

(a) Based on provisions in 5 CFR 531.605(d) (Reference (d)), teleworkers must be scheduled to work at least twice each biweekly pay period on a regular and recurring basis at the regular worksite for the employee's position of record. In appropriate situations of a temporary nature, exceptions described in Reference (d) may apply including:

1. An employee is recovering from an injury or medical condition.

2. An employee is affected by an emergency situation, which temporarily prevents the employee from commuting to his or her regular official worksite.

3. An employee has an extended approved absence from work.

(b) More information about an employee's official duty station is included in paragraph 3.j. below.

(10) The duration of an initial telework arrangement between an employee and supervisor will normally be for one year. Extensions thereafter may be for up to a maximum of two years, with the appropriate duration determined by supervisors on a case-by-case basis.

(11) By law, management must ensure that telework does not diminish employee performance or agency operations. Approving Officials and their designees (as provided in 3.b.(1) above) may approve or disapprove telework schedules based on individual employee conduct or performance; organizational or workload requirements; or the ability to maintain effective communications in the workplace, implement new work processes, and accomplish the mission of the Agency. Management has sole discretion in determining telework schedules and will regularly communicate to employees:

- (a) Whether a position is appropriately designated as telework eligible.
- (b) Whether an employee's performance and conduct warrant granting telework.
- (c) The number of days per week that telework is appropriate for a given position, employee, and work environment.

(12) When a telework request is based on reasonable accommodation, Approving Officials will consult with their servicing DPCs for guidance as described in paragraph 2.c. above. The DPC will actively assist in processing the request in a timely and efficient manner based on *DLA Reasonable Accommodation Procedures*. The DPC will also coordinate with the respective DLA Human Resources Service (DHRS) as appropriate.

(13) Neither regular and recurring nor situational telework may be used as a substitute for dependent/family care.

#### c. Position eligibility

(1) Consistent with Department of Defense (DOD) policy in Reference (k), telework will be authorized for the maximum number of positions to the extent that individual performance, mission readiness, and organizational effectiveness are not jeopardized.

(2) Although there may be circumstances or portions of the daily work that are appropriate for telework, the following types of positions are usually not eligible:

(a) Positions that require the direct handling of secure or classified materials on a daily basis.

(b) Positions that require, on a daily basis, an onsite activity or face-to-face personal contacts that cannot possibly be handled remotely or at an alternative worksite (e.g., hands-on contact with equipment or vehicles; direct contact with customers or co-workers).

(c) Positions that require the physical presence of the employee or are site-dependent (e.g., police officer, firefighter).

(3) Positions shall not be considered ineligible solely because of occupation, series, grade, supervisory status, or geographic location.

(4) During the first quarter of each fiscal year, DLA activities will conduct a review of all ineligible positions to determine whether changing circumstances have made telework possible. As part of this review, activities will verify that all position eligibility codes are correctly reflected in the Defense Civilian Personnel Data System (DCPDS).

d. Employee eligibility and participation.

(1) Occupying a position that is telework eligible does not automatically confer eligibility for a given employee. Employee eligibility is driven by many factors including conduct or performance issues, trainee status, or the availability of equipment and a suitable alternative worksite. In addition, factors related to an employee's specific assigned workload may impact eligibility including, for instance, access to secure documents, immobility of needed equipment, required face-to-face customer interaction, essential internal communications or interaction.

(2) An employee must be able to effectively perform his or her official duties, either completely or in part, at an alternative worksite without impairment to the Agency mission.

(3) Participation in the Telework Program is offered with the understanding that it is the responsibility of the employee to ensure that a proper work environment is maintained. For example, arrangements must be made for safety, for dependent care so as not to interfere with the work, and for avoiding disruptions such as personal telephone calls and visitors.

(4) Telework eligibility criteria must be applied impartially and consistently. Decisions regarding an employee's participation in the telework program shall not be based upon nor involve consideration of union activity or prohibited factors of an employee's race, color, sex, age, disability, religion, national origin, and/or reprisal (participation in a protected activity).

(5) To be eligible to telework, an employee's work performance must be, as a minimum, at the fully successful level. This means that the most recent Federal Government performance rating of record (or its equivalent) must be fully successful or above. If no rating of record exists, as in the case of a new Federal employee, Approving Officials will use their best judgment to determine an employee's readiness based on personal observation and the guidelines provided herein.

(6) Certain employees are permanently barred from participation in telework based on section 6502(a)(2) of Reference (c) and should also, therefore, not be assigned to positions which depend on telework to perform duties that are mission critical during an emergency or unusual situation. By law, under no circumstances will employees be allowed to telework who:

(a) Have been officially disciplined for being absent without permission (absent without leave) for more than five days in any calendar year.

(b) Have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing Federal Government duties consistent with the guidance set forth in section 2635.704 of title 5, Code of Federal Regulations.

(c) The term “officially disciplined” in this context is defined by the Office of Personnel Management (OPM) in Reference (j), page 14. The Guide specifies “discipline that results in the placement of a document in an employee’s official personnel file (OPF)” as being relevant for this purpose. In OPM’s view, “the bar on participation would remain in effect as long as the document stays in the employee’s OPF. For example, an admonishment or reprimand usually comes out of the file after 1 or 2 years, respectively. However, a suspension and termination never come out of the file. Based on this reasoning and in this context, suspension and termination actions (i.e., that are specifically related to the two categories of employees described in the law as ineligible) which result in a document that permanently remains in the OPF would translate to a permanent prohibition on telework participation.”

(7) DLA employees are temporarily barred from participation in telework when they:

(a) Are currently under the requirements of a leave restriction letter or a written reprimand due to misconduct or poor performance.

(b) Have been suspended or demoted for misconduct or poor performance within the previous 18 month period.

(c) Warrant closer supervision than telework may provide due to, for example, trainee status or performance/conduct matters.

(d) Have unresolved security issues that may influence telework participation.

(8) Other circumstances may result in telework being temporarily limited or disallowed. For example:

(a) An employee responsible for training or mentoring others is not eligible to telework on the days needed for training or mentoring.

(b) Employees are not authorized to telework until they are thoroughly familiar with the organization, fully competent to perform assigned processes and workload, and have established a transparent system for ongoing communication with supervisors, co-workers, and customers. This includes, for example:

1. An employee who requires organizational orientation and/or on-the-job training. Generally, employees are not expected to be ready to telework for a minimum of 90 days from assignment to an activity or within 30 days of assignment to a different position within an activity.

2. Employees who are newly assigned to a trainee, entry level, or developmental position and are, therefore, expected to have ongoing contact with supervisors, mentors, and instructors.

(c) Employees scheduled for Temporary Duty (TDY) or training must suspend telework arrangements during applicable days. Work during TDY does not meet the definition of telework because it normally does not occur at a site that is identified in a telework arrangement.

(9) Despite the restrictions cited above, employees who occupy positions with duties that are mission-critical during an emergency may be required to telework to fulfill those functions. In emergency or unusual situations, the Approving Official has the sole discretion to waive the restrictions cited in d.(7) and d.(8) above. The restrictions in d.(6) may not be waived.

e. Cancellation of participation

(1) The overall interests of the mission and the organization take precedence over participation in the program especially during times of war, emergency, or other crises.

(2) Management can suspend or end telework participation at any time if, for example:

(a) Participation adversely affects mission accomplishment or organizational effectiveness.

(b) A position no longer satisfies the eligibility criteria in 3.c.(2) above.

(c) Participation adversely affects an employee's performance or the performance of the organization.

(d) An action occurs that changes employee eligibility as described in 3.d above.

(e) The employee fails to comply with the terms of the telework arrangement. By law, an employee may not be authorized to telework if the employee's performance is not consistent with the written telework arrangement (Reference (c)).

(3) When practical, supervisors or managers will provide written notice prior to the cancellation of the telework arrangement to provide adequate time for transition back to the official duty station.

(4) An employee may ask to end participation at any time. No justification is required. When this happens, the supervisor and employee will work together to plan transition back to the official duty station.

(5) An employee who is assigned mission-critical duties and wishes to end participation should take into consideration that terminating a telework arrangement may impact eligibility for continuing in the current position.

(6) Whether initiated by the supervisor or the employee, decisions to terminate a telework arrangement will be documented on the current Telework Agreement and retained for record.

f. Disputing denials and terminations. An employee may dispute the reasons given for disapproving a telework request or terminating a telework arrangement under the DLA Administrative Grievance System (<https://headquarters.dla.mil/DES/policy/i7101.pdf>) or, for bargaining unit employees, the appropriate negotiated grievance procedure. Employees denied telework as a reasonable accommodation may use the reconsideration process as outlined in the reasonable accommodation procedures at <http://www.dla.mil/dlaps/dlai/doprraidproc.htm>.

g. Supplies and equipment.

(1) Considering budgetary constraints and based on the nature of the work to be performed, DLA will provide appropriate government furnished equipment (GFE) for employees who are approved to telework. Approving Officials should weigh mission needs and equipment availability when approving GFE requests beyond the standard approved by the Agency.

(2) Teleworkers and their supervisors are reminded of the following requirements.

(a) All purchases and assignments of computing equipment must be coordinated with DLA Information Operations.

(b) Teleworkers are expected to use the same portable GFE both in the office environment and at the alternative worksite consistent with References (f) and (h). A separate government issued desktop computer is not authorized except in very limited circumstances.

(c) Supervisors and teleworkers will ensure that the equipment assigned to participants is accounted for properly using DLA Form 1813, Request and Approval for Off-Site Use of Government Information Technology Equipment (Reference (m)). This form is also appropriate for GFE used while TDY or at other locations not designated as an employee's telework alternative worksite or official duty station.

(d) DLA will provide teleworkers with the software and network access required for a secure, encrypted connection.

(e) Teleworkers must comply with DLAI 6404, Information Assurance Rules of Behavior (Reference (r)) and use GFE for authorized purposes only.

(f) DLA is responsible for the maintenance of and supplies for GFE. Teleworkers are responsible for returning equipment to the facility for repair, service, and routine upgrades.

(g) Any misuse or incident involving DLA equipment will be treated the same as if it occurred on the Agency's premises.

(3) Use of personally owned computing equipment to connect to the DLA network may be approved in accordance with the procedures set forth in DLA Information Operations guidance, including CIO policy memorandum of April 19, 2012, subject: Authorization of Remote Access to DLA Networks Using Personal Equipment. All applicable security procedures will be followed to avoid risk of intrusion or impact to the DLA environment. Employees are responsible for the maintenance of and supplies for personal equipment.

(4) The teleworker is responsible for the installation and the monthly service fee for the communication line(s) between the employee's home and the DLA network.

(a) As a matter of practice, DLA will neither install nor pay monthly service charges for telephone or internet access. Payment for these may be granted in very rare circumstances based on Reference (h) provided that the Approving Official certifies that "adequate safeguards against private misuse exist, and that the service is necessary for direct support of the Agency's mission." In most circumstances, however, teleworkers who work from their homes are expected to use existing personal telephone and data lines.

(b) Activities may provide telephone credit cards when business-related long distance calls are required for employees with dial-up or limited long distance service.

(5) Likewise, DLA will not provide peripherals (e.g., fax machines, printers, copiers) except in unusual circumstances. Existing government-owned equipment that is underutilized may be approved for periodic home use as described in Reference (g).

(6) DLA assumes no responsibility for incremental utility costs related to heating, electricity, water, and space usage in a teleworkers residence per Reference (g).

#### h. Security.

(1) All files, records, papers, machine-readable materials, and other documentary materials, regardless of physical form or characteristics, made or received during telework are the property of the United States and shall be managed in accordance with DLAI 5304, Records Management (Reference (n)).

(2) Strict adherence to the terms and conditions set out in DLA policies on computer networks, equipment, and document handling is required. Teleworkers assume full responsibility for the protection and appropriate handling of government property, whether paper or electronic.

(3) For day-to-day operations, classified information is not permitted at an alternative worksite. Teleworking with classified material may be allowed only when approved by the DLA Director as described in DLAI 6304, Information Security Program Handbook (Reference (q)). The guidance details procedures required for a location to be equipped and evaluated in advance, and approved as secure for the level of classification involved.

(4) Where conditions warrant and safeguards are assured, individuals may work with sensitive information (e.g., Information from the Critical Information List, For Official Use Only or Privacy Act information) at authorized telework locations. Individuals will protect sensitive information per published guidance the same as they would from their official duty station through means such as the use of encryption, proper marking, and lockable storage, among others. (See DLA References (p) and (z) and DOD References (w) through (y).)

(5) Operations Security when teleworking with sensitive material

(a) Employees must be aware of and have access to the most current critical information list.

(b) The teleworker must keep documents in an enclosed container when transporting them to and from alternate worksites. Open hand carrying of documents is not permitted.

(c) Documents and laptop computers may not be left unattended in a private vehicle or other conveyance at any time.

(d) Once at the telework site, the information must be maintained in a controlled environment where no others have access, including family members. This includes ensuring that information displayed on a computer screen is not visible to others.

(e) While away from the official worksite, documents must be placed in a secure location which prevents access by unauthorized individuals. The documents should remain at the telework site only as long as required to complete official work.

(f) Immediately report suspected security incidents to your security representative.

i. Safety when working at home

(1) Occupational Safety and Health Administration rules governing the safety of workplaces and the Federal Employees Compensation Act (FECA) apply when teleworking so long as the employee is directly engaged in performing job duties. However, coverage may end if the employee steps away from the approved alternative workspace for non-work activities.

(2) Offices in the home require adequate workspace, light, telephone service, power, and temperature control. Employees are responsible for ensuring that their workspaces comply with safety requirements and, if planning to work from home, must sign a self-certification indicating that the home meets the requirements.

(3) Management may deny an employee the opportunity to participate or may rescind a telework arrangement based on safety issues in the home. Management may also have the home office inspected for compliance with safety requirements if there is reasonable cause to believe that a hazardous work environment exists. Safety inspections will be conducted on an appointment-only basis.

j. Official Duty Station. The official duty station generally is the location where the employee regularly performs his or her duties when reporting to the DLA worksite. If the employee's work involves regular travel or the employee's work location varies on a daily basis, the official worksite is the location serving as the base for the employee's work activities as determined by DLA. However, should an employee be approved to work exclusively from home or from another alternative worksite, the servicing DHRS should be consulted regarding possible official duty station implications in accordance with 5 CFR 531.605 (Reference (d)). Changes to official duty station are documented by a Notification of Personnel Action (Standard Form 50 or equivalent) and may have implications in special salary rates, locality pay adjustments, travel allowances, reduction-in-force, among other areas.

k. Hours of work

(1) Employees working at alternative worksites must work in a regularly scheduled pattern (i.e., tour of duty), just as they do at the normal duty station. Except when specifically precluded in the telework arrangement, current policy and collective bargaining agreements regarding hours of duty and scheduling, including flexible work schedules, apply to telework arrangements. Completely unstructured work schedules, where employees simply work at will, are not authorized in DLA unless approved as an enterprise-sanctioned pilot.

(2) Telework arrangements should include provisions for scheduling work, monitoring work products, and accounting for time and leave. As is the case with non-teleworkers, supervisors are authorized to assure compliance in a variety of ways including the reasonableness of work output for the time spent, occasional telephone calls, email communication, and the like.

(3) Under the Fair Labor Standards Act (<http://www.opm.gov/flsa/>), agencies are responsible for keeping records of time worked. Clearly established schedules and shared expectations regarding work to be performed, deliverables, and timelines can help minimize the possibility of employees working unauthorized overtime hours or taking undocumented leave.

(4) Information regarding timekeeping is included in Enclosure 2, Procedures.

l. Call back to work and telework cancellation. Management may call a teleworker back to the official duty station on an as-needed basis to perform duties such as, for example, a special project or meeting, to cover a shortage of staff (due to vacation, TDY, or illness), or to balance staff in the office.

(1) If the supervisor notifies an employee in advance that telework is cancelled for the day, the employee's time is credited as a normal workday in the office.

(2) If the supervisor directs a teleworker to travel to the official duty station during a scheduled telework day, the teleworker's travel hours are credited as hours of work.

(3) If the supervisor directs the teleworker to travel back to the official duty station before or after his/her regularly scheduled basic tour of duty for irregular or occasional overtime work, the employee may be entitled to compensation based on the "call back" rules defined in Reference (e).

m. Equipment failure

(1) Teleworkers must immediately report equipment failure at the alternative worksite to their local technical support organization or service provider. If resolution is not possible in a reasonable period of time, the teleworker should contact the supervisor as described below.

(2) An employee who is unable to work at the alternative site due to equipment failure, power outage, etc., will contact the supervisor who, based on the situation, will determine the appropriate duty or leave status and whether or not the employee should report to the official duty station.

n. Unscheduled Telework

(1) Like unscheduled leave, unscheduled telework is most commonly used in conjunction with unexpected situations due to traffic, weather, or other emergency. As defined in the DLA Closure and Dismissal Guidelines (Reference (u)), it allows an employee to perform assigned official duties at home or at another approved worksite when DLA offices are either –

(a) Closed due to an emergency event or

(b) Open but circumstances disrupt commuting or compromise employee safety.

(2) Unscheduled telework may be granted for full or partial days, and it may be combined with other types of leave or work hours consistent with DLA hours of duty and leave policies.

(3) For unscheduled telework to be used, the teleworker must be fully telework-ready with a current telework arrangement in place, the necessary equipment and connectivity to perform assigned duties, enough telework practice to ensure success, and sufficient productive work available to fill the time involved.

(4) Telework can be a useful tool in preserving leave when authorized to accommodate unanticipated personal circumstances (e.g., emergency home maintenance or vehicle breakdown). These are not, however, considered to be unscheduled telework, but fall into the broader category of situational telework.

o. Continuity of Operations (COOP), pandemic outbreak, weather, and other emergency situations

(1) Federal agencies are expected to continue essential operations during emergency events. This expectation is a primary reason for expanding the use of telework in the Federal sector. Situations may include, for example, inclement weather or other natural event, a national or local crisis, or a pandemic outbreak. Maximizing telework capability helps DLA continue to meet mission requirements and, in the case of pandemic, achieve social distancing.

(2) When an emergency occurs, telework-ready employees in the affected area are expected to telework as scheduled for the duration of the emergency. This expectation is covered in more detail in the DLA Closure and Dismissal Guidelines (Reference (u)).

(a) To be telework-ready in an emergency, an employee must have a current telework arrangement in place, have needed equipment and connectivity available, have practiced telework regularly in order to ensure proficiency and capability, and have sufficient work available to remain productive for the duration of the event.

(b) An employee who is scheduled to telework and an employee who opts for unscheduled telework on a day when unscheduled telework is announced as an option for Federal employees are considered teleworkers for that day and are expected to begin teleworking at their normal tour of duty. See Reference (u) for additional information.

(c) If compelling reasons prevent fulfilling the obligation to telework, an employee should contact his or her supervisor to request appropriate leave or administrative excusal.

(d) The telework arrangement between management and employee should include the circumstances under which the employee is required to continue working. Circumstances of this nature are also included in other policy and guidance like, for example, dismissal and closure guidelines, COOP plans, and pandemic procedures.

(e) During an emergency, a supervisor may assign any work necessary without regard to the employee's grade or level as long as the employee has the skills to perform the assigned work. To the extent practicable, supervisors will include a description of emergency duties in the telework arrangement if those duties are different from normal work assignments.

(3) Certain DLA employees occupy positions that are designated as having emergency or mission-critical duties that may be performed from home or an alternative location. When that is the case and telework is the desired solution, these employees must maintain telework-readiness in the interest of preparedness.

(4) Applicable guidance for emergency dismissal and closure.

(a) DLA employees with official duty stations within the Washington Capital Beltway will follow OPM guidance and status announcements as described in "Washington, DC, Area Dismissal and Closure Procedures" at <http://www.opm.gov/oca/compmemo/dismissal.pdf>.

(b) Employees at DLA duty locations elsewhere (including DLA HQ Complex at Fort Belvoir) will be guided by local command status announcements, the DLA Closure and Dismissal Guidelines (Reference (u)), this instruction, and any applicable bargaining agreement.

(5) Additional DLA sources of information for emergency planning include:

(a) DLA Continuity of Operations (DLAI 6101) program plan at <https://headquarters.dla.mil/DES/policy/i6101.htm> (Reference (o)).

(b) DLA guidance on pandemic outbreaks at <http://www.hr.dla.mil/Pandemic.asp> (Reference (s)).

#### 4. RESPONSIBILITIES

a. The Office of Human Resources (J1) is the office of primary interest for DLA civilian employees and military service members, acting as the DLA Director's agent to:

(1) Represent DLA as Component Telework Coordinator and primary point of contact with DOD.

(2) Develop, implement, and operate the DLA Telework Program in accordance with law, DOD policy, and other appropriate guidance.

(3) Actively promote telework within DLA and work to overcome artificial barriers to program implementation through education and training on telework benefits, performance in a telework environment, and integration with emergency planning activities.

(4) Coordinate annual telework participation goals, track employee participation, monitor goal progress, and provide participation data as required by DOD and Office of Personnel Management (OPM).

(5) Designate J1 and DHRS resources to fulfill the program management functions described in Enclosure 2, Procedures.

b. DLA Installation Support – Morale, Welfare, Welfare, & Recreation (DS-Q) is the office of primary interest for DLA non-appropriated fund employees.

c. Activity Directors are responsible to:

(1) Advocate telework within the activity and address barriers that may inhibit active participation.

(2) Implement telework as a workplace flexibility that assists the activity to maintain continuity of operations and reduce management costs while also improving employees' abilities to balance their work and life commitments.

(3) Establish, monitor progress, and strive to meet the telework goals set internally and enterprise-wide. Insure equity and consistent application within the activity.

(4) If the criteria in paragraph 3.b.(2) are met, serve as Approving Official for telework in the activity; delegate approval authority as appropriate consistent with the policies in section 3 above.

(5) Conduct an annual review of the activity's positions to revalidate telework eligibility, including rigorous consideration of positions previously deemed not eligible for telework.

(6) Consistent with DLAI 6101 and COOP planning, determine in advance which employees have emergency and mission-critical duties and take steps to ensure these employees are appropriately telework-ready in the event of a crisis situation. At least annually:

(a) Notify these employees in writing, including the requirement to report for work, remain at work, work at home, or report to an alternative worksite when operations are disrupted (Reference (i)).

(b) Verify that telework arrangements for these employees clearly address expectations regarding telework during a disruption or emergency (Reference (j)).

(7) Designate one or more Activity Telework Coordinators to oversee program implementation, participate as a member of the DLA Telework Coordinators working group, and fulfill the functions outlined in this policy and further described in Enclosure 2, Procedures.

d. Functions and responsibilities for supervisors, employees, and Activity Telework Coordinators are included in Enclosure 2.

5. PROCEDURES. Refer to [Enclosure 2](#). Additional information is located at [Enclosure 3](#).

6. EFFECTIVE DATE. This Instruction:

a. Is effective on February 26, 2013.

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with DLAI 5025.01, DLA Issuance Program. If not, it will expire effective February 26, 2023 and be removed from the DLA Issuances Website.

PHYLLISA S. GOLDENBERG  
Director, Strategic Plans and Policy

Enclosures

Enclosure 1 - References

Enclosure 2 - Procedures

Enclosure 3 - Additional Information

## ENCLOSURE 1

### REFERENCES

- (a) DLAI 7212, Defense Logistics Agency Telework Program (replaced by this reissuance)
- (b) Section 359 of Public Law 106-346, Department of Transportation and Related Agencies Appropriations Act 2001, October 23, 2000
- (c) Public Law 111-292, Telework Enhancement Act of 2010 (5 U.S.C. 6501 – 6506)
- (d) Title 5, Code of Federal Regulations, section 531.605, Determining an Employee's Official Worksite
- (e) Title 5, Code of Federal Regulations, sections 550.112(h) and 551.401(e)
- (f) Executive Order 13589, Promoting Efficient Spending, section 4, Employee Information Technology Devices, November 9, 2011.
- (g) FMR Bulletin 2006-B3, Guidelines for Alternative Workplace Arrangements, General Services Administration, March 17, 2006
- (h) FMR Bulletin 2007-B1, Information Technology and Telecommunications Guidelines for Federal Telework and Other Alternative Workplace Arrangement Programs, General Services Administration, March 2, 2007
- (i) Washington, DC, Area Dismissal and Closure Procedures, Office of Personnel Management, December 2010, <http://www.opm.gov/oca/compmemo/dismissal.pdf>
- (j) Guide to Telework in the Federal Government, Office of Personnel Management, April 2011, [http://www.telework.gov/guidance\\_and\\_legislation/telework\\_guide/telework\\_guide.pdf](http://www.telework.gov/guidance_and_legislation/telework_guide/telework_guide.pdf)
- (k) DOD Instruction 1035.01, Telework Policy, April 4, 2012
- (l) Master Labor Agreement between DLA and American Federation of Government Employees Council 169, dated April 12, 2007
- (m) DLA Form 1813, Request and Approval for Off-Site Use of Government Information Technology Equipment
- (n) DLAI 5304, Records Management, September 15, 2008
- (o) DLAI 6101, DLA Continuity of Operations Program, November 3, 2009, <https://headquarters.dla.mil/DES/policy/i6101.htm>
- (p) DLAI 6303, For Official Use Only Material, reviewed October 30, 2008
- (q) DLAI 6304, Information Security Program, modified March 16, 2010
- (r) DLAI 6404, Information Assurance (IA) Rules of Behavior, modified March 2, 2010
- (s) DLA pandemic website, <http://www.hr.dla.mil/Pandemic.asp>
- (t) DLA Procedures for Requesting Reasonable Accommodation for Individuals with Disabilities, <http://www.dla.mil/dlaps/dlai/doprraidproc.htm>
- (u) DLA Guidance on Dismissal and Closure Procedures (2011)
- (v) DLAI 7101, DLA Administrative Grievance System
- (w) DODM 5200.01-Vol. 1-4, DOD Information Security Program, February 24, 2012
- (x) DODI 5205.02E, DOD Operations Security (OPSEC) Program, June 20, 2012
- (y) DODM 5205.02, DOD Operations Security (OPSEC) Program Manual, November 3, 2008
- (z) DLAI 6305, Operations Security (OPSEC), October 30, 2008, Modified May 27, 2011
- (aa) DODI 8500.2, Information Assurance (IA) Implementation, February 6, 2003, <http://www.dtic.mil/whs/directives/corres/pdf/850002p.pdf>

## ENCLOSURE 2

### PROCEDURES

#### 1. Procedural functions and responsibilities.

##### a. Supervisor functions and responsibilities

(1) Determine telework eligibility for each position in the supervised organization. Position eligibility is determined based on job content rather than job title, series, type of appointment, geography, or work schedule. Make position eligibility determinations available to prospective employees when requested. Review eligibility determinations annually and when duties change or new position descriptions are established. Using the DCPDS code and definitions table in Enclosure 3, report changes in position eligibility to both the servicing Human Resources Specialist in DHRS and the Activity Telework Coordinator.

(2) Determine eligibility for telework for employees who occupy eligible positions, consistent with this DLAI and applicable collective bargaining agreements. Review eligibility determinations frequently, particularly when onboarding new employees, when duties or performance changes, and when discipline occurs. Using the DCPDS code and definitions table in Enclosure 3, record employee eligibility via My Workplace as part of the telework approval/renewal process and as soon as any eligibility change is identified. Be aware that this DCPDS code is deleted and must be recoded when any position change occurs. Notify the Activity Telework Coordinator of changes.

(3) Notify employees of their eligibility or ineligibility to telework. Notify individual employees immediately of any change in eligibility status.

(4) Participate in mandatory telework training that is required prior to approving employees' telework requests. (See section 3 below for training specifics.) Due to the dynamic nature of telework law and policy, refresher training is required every two years. Contact your organization's training office for assistance in seeking additional training to reinforce essential skills (e.g., managing a dispersed workforce).

(5) Thoroughly understand the telework program, including both the opportunities and the obligations. Encourage eligible employees to participate in telework at least periodically to maintain readiness in case telework is required in an emergency situation. If possible, model a positive attitude by personally teleworking.

(6) Evaluate requests for telework based upon the type and schedule of telework requested, mission requirements, employee performance and conduct, and the needs of the work group. Requests may be electronic or hard copy and must include documentation that mandatory training has been completed.

(a) Whether approved or denied, maintain telework arrangement documents consistent with records management requirements in Reference (n), this DLAI, and organizational guidance.

(b) Denial of telework can only be made by an Approving Official as defined in 3.b.(1)(b) of this policy. When forwarding to the Approving Official for action, reasons for a proposed denial must be justified in writing and stated in terms of mission requirements, performance, conduct, and/or the needs of the workgroup. When applicable for individual requests, information should be included about when the employee may reapply or actions the employee should take to improve his or her chance of approval.

(7) Ensure mission stability. Supervisors are responsible for the effective functioning of the workgroup; teleworkers are responsible for their availability and information sharing with the workgroup. Allowing team members to telework should be as transparent as possible to customers and workgroup operations.

(a) Convey to both teleworking and non-teleworking employees what is expected during telework, including communication, work assignments, and office coverage.

(b) Set procedures to maintain communication across all members of a workgroup, whether teleworking or onsite.

(c) Ensure telework arrangements have no negative impact on the work of other members of the work group (e.g., co-workers, supervisors). Telework should not unduly burden those who remain onsite.

(d) Ensure adequate worksite coverage during business hours so that mission and operations continue to be carried out efficiently and effectively.

(8) Ensure teleworkers and non-teleworkers are treated the same for purposes of work requirements, appraisals of job performance, training, rewarding, reassigning, promoting, reducing in grade, retaining and removal, and other acts requiring management discretion.

(9) As in any effective supervisor-employee relationship, set clear expectations and monitor progress as part of sound performance management practice.

(a) Communicate and gain understanding in advance regarding work assignments to be performed or training to be accomplished while on telework.

(b) Set performance standards for employees who telework in the same way and with the same rigor as performance standards for onsite employees.

(c) Clearly communicate performance goals and monitor progress. As with onsite personnel, teleworking employees are held accountable for the results they produce.

(10) Take steps to ensure continuity of essential operations by identifying emergency and mission-critical duties. Be familiar with COOP and pandemic outbreak plans.

(a) Clearly state in the telework arrangement whether or not an employee is expected to work in the case of a COOP event such as a national or local emergency, during an emergency event involving inclement weather, or in other situations that may result in a disruption to normal office operations.

(b) Provide detailed information in the telework arrangement when duties during an emergency are different than those regularly assigned.

(c) Ensure all employees with mission-critical assignments that may be performed remotely have current telework arrangements, whether they telework regularly or not. Those who do not regularly telework should be given the opportunity to become proficient through reasonable practice time.

(11) Ensure teleworkers are held accountable for GFE.

(12) Accurately account for telework in time and attendance record systems.

(13) Terminate telework arrangements if an employee's performance or conduct does not comply with the terms of the arrangement, if the teleworking arrangement fails to meet organizational needs, or if the employee or position no longer qualifies for telework.

(14) Stay connected with the Activity Telework Coordinator, the organization's best pipeline for information and assistance.

(15) Based on the activity's practices, archive copies of telework arrangements, whether approved or disapproved, immediately after action is taken. Supervisors must retain or, depending on the activity's procedures, arrange for the retention of file copies in accordance with DLA Records Schedule series 375.80 (Reference (n)). These files are to be kept current, so terminations of telework must also be recorded.

b. Employee functions and responsibilities

(1) Thoroughly understand the telework program, including both the opportunities and the obligations. Discuss the possibility of teleworking with the supervisor.

(2) Participate in approved telework training prior to entering into a written telework arrangement. See section 3 below for specifics.

(3) Use the process and forms described on the DLA Telework Program web page at <http://www.hr.dla.mil/resources/employment/current/telework.asp> to initiate a telework request. Requests must include documentation that mandatory training has been completed.

(4) Identify an appropriate alternative worksite. If requesting telework at home, designate one area in the home as the official work station for purposes of telework, ensure the designated area complies with safety requirements, and complete the self-certification safety checklist. 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 as needed.

(5) Protect all official, sensitive, and For Official Use Only data; comply with criteria and guidelines for information and electronic security consistent with DLA requirements.

(6) Safeguard and ensure appropriate use of GFE consistent with DLA information technology guidance and practice.

(7) Understand performance expectations and successfully deliver work products as described in the telework arrangement and as assigned by the supervisor. Teleworking employees are held to the same performance standards as onsite employees and are held accountable for results with the same rigor.

(8) Accept responsibility for personal availability and information sharing with the workgroup. Ensure the arrangement has no negative impact on the work of other members of the work group (e.g., co-workers, supervisors). Teleworking should be as transparent as possible to customers and workgroup operations.

(9) Return to the traditional worksite on scheduled telework days when called to do so by the supervisor based on operational needs.

(10) Fulfill emergency and mission-critical obligations as outlined in COOP plans, dismissal and closure guidance, telework arrangement documents, and similar guidelines for working during a disruption to normal operations.

(11) Maintain telework-ready status. Keep telework documents current by revalidating or making a new request prior to the expiration of the old. This is particularly important for employees with mission-critical assignments, whether they telework regularly or not. Those who do not regularly telework should stay proficient through occasional telework practice.

(12) Work a regularly scheduled tour of duty while teleworking without overtime, compensatory time, or credit hours unless officially approved in advance.

(13) Properly report all telework time in the applicable time and attendance system.

(14) Adjust entitlements such as transit subsidies to appropriately reflect telework days.

c. Activity Telework Coordinator functions and responsibilities.

(1) Work with management to support telework programs, policies, and participation within the organization. This may include, for example, facilitating the annual reviews of position eligibility and mission-critical duty assignments.

(2) Attend DLA-wide Telework Coordinator meetings. Share opinions and experience with others. Implement and inform within the home organizations.

(3) Act as a resident expert on telework policy and procedures, publish and distribute information, coordinate administrative arrangements with teleworkers and other organizational entities (e.g., safety, security, information services, or resource management personnel), assist as needed in establishing alternative workplace arrangements (e.g., telework center contracts).

(4) Maintain information needed for reporting purposes and gather data on participating employees (civilian and military). Ensure copies of telework documents, whether approvals or denials, and other historical evidence are maintained as required by DLA Records Schedule series 375.80. Telework documents contain Privacy Act information and must be protected accordingly.

(5) Provide orientation and support as requested by employees and supervisors.

d. Human Resources functions and responsibilities. In addition to the J1 responsibilities shown in section 4 of DLAI 7212 telework policy, J1 and its entities have the following operational responsibilities:

(1) Designate a Telework Program Manager to:

(a) Monitor DLA telework implementation to ensure compliance with appropriate policy and regulation, this instruction, and collective bargaining agreements, as applicable.

(b) Coordinate with the DLA network of Activity Telework Coordinators to ensure consistency of understanding and application.

(c) Evaluate the Telework Program to assess its success or need for modification.

(d) Issue data calls to collect information needed for reporting requirements.

(2) Assign DHRSS to:

(a) Provide advice and guidance on operational issues related to telework.

(b) Manage telework eligibility coding in DCPDS position and employee records.

(c) Support supervisors in making position determinations when establishing new positions or filling vacant positions that were not previously designated for telework eligibility.

(d) Support management when decisions of employee ineligibility are based on performance and/or conduct.

2. Timekeeping and hours of duty. When telework hours are recorded on a timesheet or in an official time and attendance system (e.g., Employee Activity Guide for Labor Entry (EAGLE)), these codes will be used:

a. TW – Telework, regular and recurring – Telework in a regular and recurring pattern at an alternative worksite as approved in a current telework arrangement.

b. TS – Telework, situational – Telework on an occasional or irregular basis at an alternative worksite as approved in a current telework arrangement. This includes any telework that is not part of a recurring schedule. Or, any overtime, credit, or compensatory time performed at the alternative worksite that is not part of a recurring schedule. Or, any unscheduled telework.

c. TM – Telework, medical – Telework that has been approved based on medical reasons for an employee who is temporarily unable to physically report to the traditional office. Medical telework may be regular and recurring or situational in nature, but is recorded as TM to document the short-term nature. Long term situations that appear to be *permanent or near-permanent* and have been adjudicated under Reasonable Accommodation procedures are coded as either regular and recurring (TW) or situational (TS) telework

### 3. Mandatory training

a. No telework arrangement may be approved unless both the employee and supervisor have completed the required training. By law, this provision may not be waived for teleworkers (Reference (c)).

b. In recent years, telework law and policy have evolved dramatically. To facilitate current information throughout DLA, refresher training is required every two years for supervisors. In order to stay current with program changes, refresher training is recommended for employees every two years or when renewing existing telework arrangements. It is, however, not required for non-supervisory employees who previously completed training.

c. The required training is launched and tracked via the DLA LMS. There are separate courses for employees and supervisors. A supervisor who wishes to telework may fulfill the training requirement by taking only the supervisor course since it also encompasses the content of the employee course.

d. The DLA employee and supervisory courses each include two parts. The first part is Federal sector information developed by OPM. Following this basic groundwork is a second part on DOD and DLA-specific policy and procedures. The LMS records successful completion only after both parts are accomplished.

e. Instructions for accessing DLA LMS are located under Automated Tools on the DLA Human Resources website at <http://www.hr.dla.mil>. Searching on the term “DLA Telework” will produce the current courses. For LMS support, contact DLA Training at LMS-DTC@dla.mil.

### 4. Accommodative equipment

a. Employees with disabilities who telework as an accommodation may be able to obtain certain assistive devices from the DOD Computer Electronic Accommodations Program (CAP). DLA recommends coordinating such requests through the supervisor and DPC. Online requests may be submitted at [http://www.tricare.mil/cap/accom\\_process/request.cfm?type=request](http://www.tricare.mil/cap/accom_process/request.cfm?type=request).

b. CAP's support also includes evaluating the needs of employees with disabilities and purchasing the assistive devices and technology necessary to effectively perform their duties. This service is available as a form of reasonable accommodation whether the work is carried out onsite or under an approved telework arrangement.

c. Information for employees regarding CAP's telework services and policies is available at <http://cap.tricare.mil/Programs/Employment/Telework.aspx>.

## ENCLOSURE 3

### ADDITIONAL INFORMATION

1. The following definitions apply to this policy:

a. Activity. Defense Logistics Agency (DLA) Headquarters (HQ), Primary Level Field Activities (PLFAs), and other organizational entities within DLA.

b. Activity Telework Coordinator. Individual designated by an activity to oversee program implementation, participate as a member of the DLA Telework Coordinators working group, and serve as local contact point for communication and information.

c. Agency. DLA.

d. Alternative worksite. A site away from the official duty station as recorded on the Standard Form 50-B, Notification of Personnel Action. Examples of alternative worksites are the home, a telework center, or any place geographically different from the official duty station.

e. Approving Official. DLA Executive Board members serve as Approving Officials for their activities. For DLA HQ, an activity's telework Approving Official is the senior Executive Board member. For DLA PLFAs, telework Approving Officials are the Deputy Commanders. Approving Officials may further delegate authority in writing to the extent provided in this DLAI.

f. Continuity of Operations (COOP). Preplanned efforts to ensure the capability to continue agency essential functions across a wide range of natural disasters or declared emergencies.

g. Critical Information. Specific facts about friendly intentions, capabilities, and activities vitally needed by adversaries for them to plan and act effectively so as to guarantee failure or unacceptable consequences for friendly mission accomplishment.

h. Desk sharing. A worksite arrangement that involves one desk being assigned to and shared by two or more employees who use the desk at different times. Sharing may occur between employees who are on different shifts or different telework schedules.

i. DLA Telework webpage. The source of current information on the DLA Telework Program including policy, job aids, forms, answers to frequently asked questions, and more. Found at [www.hr.dla.mil/resources/employment/current/telework.asp](http://www.hr.dla.mil/resources/employment/current/telework.asp).

j. Eligible employee. An employee whose job or individual work activities may normally be performed on a regular and recurring basis or on a situational basis at an alternative location geographically different from the duty station. Other performance, conduct, assignment, and mission factors also play into decisions regarding individual eligibility.

k. Eligible position. Position involving tasks and work activities that are portable and do not depend on the employee being at the official duty station.

l. Hoteling or Hot Desking. A worksite arrangement in which frequent teleworkers use communal workspace when onsite. When reporting to the official duty station, these employees use non-assigned workspaces designed for use on an as-needed basis. These workstations are made available either on a reservation (hoteling) or first come, first served (hot desking) basis.

m. Learning Management System (LMS). An automated system that gives DLA the ability to develop and deliver training content through e-learning.

n. Mission-critical duties. Job functions that are identified as critical to mission continuity.

o. Organization. As used in this document, a generic term for workgroups and entities of various sizes including directorates, departments, divisions, and so on.

p. Reasonable accommodation. Any change in the work environment or in the way activities are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities.

q. Regular and recurring telework. An arrangement involving work performance at an alternative worksite according to a regular and recurring pattern.

r. Sensitive information. Information, the loss, misuse, or unauthorized access to or modification of, could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of title 5, United States Code, "The Privacy Act," but which has not been specifically authorized under criteria established by Executive order or an Act of Congress to be kept secret in the interest of national defense or foreign policy (Section 278g-3 of title 15, United States Code, "The Computer Security Act of 1987"). Examples of sensitive information include, but are not limited to information in DOD payroll, finance, logistics, and personnel management systems (Reference (aa)).

s. Situational telework. Telework occurring at an approved alternative site that is unscheduled, project-oriented, or irregular in nature. It allows the employee to work away from office distractions, enabling the employee to focus more effectively on completion of the assignment. Also referred to as periodic, ad hoc, or intermittent telework.

t. Supervisor. Civilian management official or military service member who has responsibility for directing and managing employee work.

u. Telework. The act of performing all or a portion of work functions at an approved alternative worksite. Telework does not include work arrangements that are full-time mobile (e.g., the worksite changes frequently due to the nature of the job) or when an employee's full-time duty station is a home office or telework center.

v. Telework Arrangement. A written agreement package, completed and signed by an employee and the authorized management official(s), that outlines the terms and conditions of the telework situation. Valid for a maximum of two years.

w. Telework Center. A facility that provides workstations and other office services, often on a fee for use basis. Centers may house employees from several organizations, be geographically convenient, and provide equipment common to the normal office environment.

x. Telework-ready. An employee with a current telework arrangement in place, needed equipment and connectivity available, and fully prepared having practiced telework regularly in order to ensure proficiency and capability. In unscheduled telework situations, a telework-ready employee must also have sufficient work available to remain productive.

y. Virtual office or virtual workplace. A work environment in which employees work cooperatively from different locations using a computer network (as opposed to in a single building or other single physical location). The virtual office is typically a collaborative communications medium, such as a computer network, where workers gather electronically to collaborate and/or carry out work activities.

z. Unscheduled telework. A type for situational telework that allows mission to continue, to the extent practicable, when severe weather or other circumstances disrupt commuting or reporting to work. Unscheduled telework may be authorized for employees who are telework-ready and are able to perform productive work during the period in question.

2. Codes in DCPDS are used to record position eligibility (determined by supervisors and management; maintained by J1 and DHRS offices) and each employee’s individual eligibility (determined and maintained by supervisors in My Workplace). Codes for both are included in the following tables and in the eligibility job aid available on the DLA Telework webpage.

a. Position Eligibility Telework Codes (determined by management, maintained by J1/DHRS staff)

<b>Position Code</b>	<b>Meaning</b>
NE001 – Ineligible	Physical presence is required each and every day due to face-to-face contact with others (example: nursing position involving direct patient care basis)
NE002 – Ineligible	Access to material or special equipment that cannot be moved from the regular worksite is required each and every day (examples: firefighter, forklift operator)
NE003 – Ineligible	Handling classified or sensitive materials that cannot be removed from the worksite is required each and every day
YA001 – Yes, Eligible	<ul style="list-style-type: none"> <li>• Positions that do not meet one of the above criteria are eligible by default.</li> <li>• Employee eligibility must be determined based on individual work assignments, the mission needs of the organization, conduct and discipline matters, or similar criteria (See the table below for employee eligibility codes.).</li> </ul>

b. Employee Eligibility Telework Codes (determined by management; maintained through cooperation between management and J1/DHRS staff).

<b>Employee Code</b>	<b>Meaning</b>
ER001	Employee is eligible for regular and recurring telework, including emergency and OPM prescribed “unscheduled telework.”
ES002	Employee is eligible for situational telework only, including emergency or similar events when unscheduled telework is prescribed.
EM003	Employee is eligible to telework due to medical condition (reasonable accommodation). <sup>1</sup>
NE100	Prohibited due to official discipline for more than 5 days of absent without leave (AWOL) in a calendar year. <sup>2</sup>
NE101	Prohibited due to official discipline for violation of Subpart G, Ethical Standards, for viewing, downloading, or exchanging pornography on a Federal Government computer, or while performing official duties. <sup>2</sup>
NE102	Not eligible due to employee conduct issues. <sup>3</sup>
NE103	Not eligible due to employee performance issues. <sup>3</sup>
NE104	Not eligible due to employee failure to meet the performance requirements of the telework agreement/arrangement. <sup>3</sup>
NE105	Not eligible during period of trainee status. <sup>3</sup>
NE106	Not eligible – Position requires extensive face-to-face contact with supervisor, employees and clients, and/or the employee’s physical presence. <sup>3,4</sup>
NE107	Not eligible – Position requires access to material or special equipment that cannot be moved from the office or worksite. <sup>3,4</sup>
NE108	Not eligible due to daily requirement to handle classified materials. <sup>3,4</sup>

<sup>1</sup> Employees requesting telework as a reasonable accommodation for a long term disability should contact their command EEO Office’s Disability Program Manager for the proper procedures.

<sup>2</sup> Prohibition continues for as long as the infraction is documented in the Official Personnel File.

<sup>3</sup> Employees *in eligible positions* may be eligible during emergency or similar events when unscheduled telework is prescribed. Supervisor approval is required on a case-by-case basis.

<sup>4</sup> These codes may be used when a position is eligible, but the employee’s assigned workload or situation causes the individual to be ineligible. For ineligible positions, all incumbents are automatically considered ineligible.