# Remote, Telework, and Hybrid Program

Section 1 – Purpose

The Remote, Telework, and Hybrid Program allows employees to work at pre-approved work locations to include a Bureau facility, telework location or remote duty station. Based on their approved work location, employees are considered either Office Primary, Telework Primary or Remote employees. The Remote, Telework, and Hybrid Program facilitates the accomplishment of work and supports CFPB operations by allowing employees to continue working during inclement weather, emergencies, or situations that may disrupt normal operations, while also supporting employee work-life balance by reducing commute time, accommodating personal circumstances, and improving the Bureau’s ability to recruit and retain a high-quality workforce in a competitive job market.

Section 2 – Policy

CFPB supports work location and telework arrangements that are practical, support the CFPB mission, and do not diminish performance or Bureau operations. Employees and supervisors are expected to follow the terms of this article when requesting and approving work location and telework arrangements.

Section 3 – Definitions

1. Bureau facility refers to any location managed by the Bureau, including headquarters and all regional offices.
2. Work Location Designation is a term assigned to employees based on the percentage of time an employee works in a Bureau facility. Available work location designations include:
3. Office Primary describes a hybrid work arrangement where an employee routinely works in a Bureau Facility 50% or more of time each pay period (and teleworks less than 50 percent in each pay period).
4. Telework Primary describes a hybrid work arrangement where an employee routinely teleworks at an alternate worksite greater than 50% of their time and up to 100% of their time each pay period (and is in a Bureau facility less than 50% of the time in each pay period).
   * 1. 100% Telework is a distinct category of Telework Primary where an employee routinely teleworks at an alternate worksite full-time but is required to perform work at a Bureau facility occasionally and on an ad hoc basis.
5. Remote describes a work arrangement in which an employee is approved to perform their official Bureau duties at an approved location (e.g., their home) within the contiguous United States (US) that can be located outside the locality pay area associated with the Bureau facility to which they would otherwise be assigned on a permanent or temporary basis. Remote employees are rarely expected to physically report to a Bureau facility.
6. Telework is a voluntary work arrangement in which an employee requests and receives supervisory approval to perform officially assigned duties at an approved alternate worksite other than a Bureau facility during regular work hours. Employees are not “teleworking” when they are on official travel. An employee whose official duty station is their home or other approved remote location is not teleworking when they are working from their home or other approved remote location. Types of telework include routine (up to 100%), situational, and extended situational.
7. Routine Telework (up to 100%) occurs when an employee teleworks on a recurring basis on a set schedule.
8. Situational Telework, also called “episodic” telework, occurs when an employee teleworks on an ad hoc basis to accommodate employee requests for occasional telework (whether for regular work or short-term projects), or non-recurring circumstances such as a temporary medical condition, severe weather or emergency condition, or Continuity-of-Operations Plan (COOP) requirements.
9. Extended Situational Telework occurs when an employee teleworks continuously for an extended period (31 days – 6 months) as a result of a particular medical or personal situation.
10. Unscheduled Telework may occur when the Office of Personnel Management, the Bureau, or a local Federal Executive Board issues a government operating status indicating that employees in the local commuting area may take advantage of unscheduled telework. Only employees who have approved telework agreements may participate in unscheduled telework.
11. Official Worksite is the permanent or temporary duty station to which an employee is assigned by management, such as the employee’s official duty station, a Bureau facility, a financial institution, or other temporary duty location.
12. Alternate Worksite is the physical location where an employee is approved to telework. For employees whose official duty station is a CFPB headquarters or regional office, the alternate worksite may be the employee’s home or another approved location. For employees whose official duty station is their home or other approved remote location, the alternate worksite will be another approved location.
13. Official Duty Station is the duty station documented in official personnel records for the employee’s position of record. Management determines an employee’s official duty station based on the location where the employee performs their job duties.
14. Family Member, for the purposes of this Article, is an employee’s:
15. Spouse/domestic partner and their parents;
16. Sons and daughters, and their spouses/domestic partners;
17. Parents and their spouses/domestic partners;
18. Brothers and sisters, and their spouses/domestic partners;
19. Grandparents and grandchildren, and their spouses/domestic partners;
20. Any individual related through blood or affinity whose close association with the employee is the equivalent of a family relationship.
21. Health Care or Rehabilitation Professional has the same meaning as it does under EEOC law and guidance governing reasonable accommodations and includes, but is not limited to, doctors (including psychiatrists), psychologists, nurses, physical therapists, occupational therapists, speech therapists, vocational rehabilitation specialists, and licensed mental health professionals.

Section 4 – Designating Work Locations

A. Bureau employees are eligible for Work Location Designations as outlined below. Management will determine work location designations based on the duties of the employee’s position and the extent to which those duties can be effectively performed remotely without disruption to mission, staffing or workload requirements, consistent with the provisions of this article. Employees, in consultation with their supervisor, identify their preferred work location based on their position’s work location eligibility.

* 1. Office Primary: The duties of the position are such that the employee must routinely perform work in a Bureau facility 50% or more of the time (and teleworks less than 50%). 
     1. Employees encumbering a position designated as Office Primary will select Office Primary as their work location designation. All Bureau employees are eligible to select an Office Primary designation unless their position has been designated as Remote for business reasons.
     2. Official Worksite/Duty Station: The Bureau Facility (CFPB HQ or Regional Office) to which the employee is assigned.
     3. Locality Pay: Office Primary employees receive the locality pay that is associated with the Bureau Facility to which they are assigned.
     4. Telework Eligibility: Eligible for situational, extended situational, and routine telework. Routine telework must be less than 50% of time each pay period.
     5. Equipment: Standard equipment will be provided at the official worksite. This includes a laptop, laptop charger, mobile phone, mobile phone charger, laptop bag, monitor(s), docking station, noise-cancelling headphones, headphone charger, wired mouse and wired keyboard. No additional equipment will be provided for the telework location.
  2. Telework Primary: Section 5.E of this article.
     1. Employees encumbering a position designated as Telework Primary can select either Telework Primary or Office Primary as their work location designation. Telework Primary employees may be eligible for up to 100% telework based on the duties of their position.
     2. Employees approved for 100% telework occupy positions whose duties can be effectively performed from an alternate worksite without the need for the employee to routinely perform work at a Burau facility each pay period. 100% Telework employees normally work from home full-time but may be required to perform work at a Bureau Facility, occasionally and on an ad hoc basis.
     3. Official Worksite/Duty Station: The Bureau Facility (CFPB HQ or Regional Office) to which the employee is assigned.
     4. Locality Pay: Telework Primary employees receive the locality pay that is associated with the Bureau Facility to which they are assigned.
     5. Employees approved for 100% telework must telework in the locality area of the Bureau facility to which their position is assigned the majority of the time.
     6. Employees who choose to telework outside the locality area of the Bureau facility to which their position is assigned must normally report to that facility at least **twice** ~~once~~ each pay period.
     7. Employees who encumber a remote eligible position but are designated as Telework Primary with 100% telework because they plan on working in the locality area of their assigned Bureau facility will be treated the same as remote workers except with respect to the designation of their official duty station, as provided in subsection 4f below and with respect to travel. Time and expenses for travel between the employee’s telework location and the Bureau facility to which their position is assigned will not be compensated. Time and expenses for official travel to other sites within the locality area will be compensated in accordance with the Travel Article and other applicable policies.
     8. Telework Eligibility: Eligible for situational, extended situational, and routine telework (up to 100%). Routine telework constitutes greater than 50% of time each pay period.
     9. Equipment: Standard equipment will be provided at the official worksite. This includes a monitor, docking station, wired mouse, and wired keyboard. For employees routinely teleworking between 50% and up to 100% of the time, equipment provided for the primary telework location includes a laptop, laptop charger, mobile phone, mobile phone charger, laptop bag, monitor(s), docking station, wired mouse and wired keyboard.
        1. In addition to the equipment provided for the primary telework above, employees approved for 100% Telework will also be provided with a multifunction home printer/scanner, shredder, and locking file cabinet, upon request. 100% Telework employees are also eligible for chair/desk reimbursement every 4 years under the terms of Article 8, section 11.
  3. Remote: The duties of the position can be performed effectively from a remote location with the employee rarely needing to perform work at or near a Bureau facility. Remote employees work 100% from home at locations outside of the locality area of the Bureau facility to which their position would otherwise be assigned. The provisions of the Telework Program outlined in Sections 5, 6, and 7 of this Article apply to all Remote employees.
     1. Employees encumbering a position designated as Remote can select Remote, Telework Primary, or Office Primary as their work location designation.
     2. Official Worksite/Duty Station: The employee’s home or other approved location.
     3. Locality Pay: Remote employees receive the locality pay that is associated with their home or other approved location.
     4. Telework Eligibility: Eligible for situational and extended situational telework.
     5. Equipment: Standard equipment will be provided at the remote worksite. This includes a laptop, laptop charger, mobile phone, mobile phone charger, laptop bag, monitor (s) docking station, mouse and keyboard. Upon request, Remote employees will also be provided with a multifunction home printer/scanner, shredder, and locking file cabinet. Employees are eligible for chair/desk reimbursement every 4 years under the terms of Article 8, section 11.
     6. Employees who encumber positions identified as remote eligible who plan to live and work in the locality area of the CFPB facility to which their position would otherwise be assigned and would like to work from home can request a telework primary work location designation and 100% Telework. Employees will not be approved for a remote work location while they work and live within the locality area of the CFPB facility to which they would otherwise be assigned. In the event the employee decides to relocate outside of the locality area (without a change in position), they will be approved for a change in remote work location designation at any time by submitting a work location designation change consistent with the Employee-Initiated Requests for Change in Duty Station Article.
     7. Any change to a remote duty station of an employee assigned to a position with extensive travel requirements (as outlined in the employee’s position description) must meet the requirements set forth in the Employee-Initiated Requests for Change in Duty Station article.
        + 1. Employees in an approved remote duty station location as of the effective date of this Article that do not meet the additional evaluation requirements under the Employee-Initiation Request for Change in Duty Station article will be allowed to retain their current remote duty station location as long as they remain at their current location or within 30 miles of that location.
     8. Employee-Initiated Requests: An employee may initiate a voluntary request for remote work in accordance with the Employee-Initiated Requests for Change in Duty Station article.
     9. Employees encumbering positions designated as home duty-stationed at the time of the Initial Work Location Designation and Selection Process will be entitled to select a remote work location designation as part of that process as described in section 4.D below.

1. Periodic Address & Contact Info Update: Employees are required to verify and maintain the accuracy of their address and personal contact information in HRConnect. The Bureau will send periodic communications and reminders to employees to remind them to confirm or update their address to ensure employees are informed of this expectation.
2. Initial Work Location Designation and Selection Process:
   1. Position Designation - Within 45 days of the effective date of this agreement, management will complete a review of all bargaining unit positions to determine each position’s eligibility for the different Work Location Designations and create a spreadsheet of the designations. For any position not designated as eligible for a Remote designation, management will identify the duties of the position (if any) that must be performed onsite. Management will provide a copy of the spreadsheet containing Work Location Designations for each position including the additional information described above to NTEU no later than 10 days after the list is finalized.
   2. Employee Notification - Within 10 business days after Management finalizes the position designation eligibility list, Management will inform all employees of their eligibility for each type of Work Location Designation.
   3. Employee Work Location Designation Selection - Once Management has notified all employees of their Work Location Designation eligibility, employees will select their preferred Work Location Designation based upon their eligibility using an application in ServiceNow. Employees will be given 20 days to submit their choices. All Employees will be required to submit:
      1. Employee’s chosen Work Location Designation;
      2. Employee’s preferred work schedule (including telework days if applicable);
      3. Location at which employee intends to telework or be duty stationed (if eligible for Remote); and
      4. For any employee who will be participating in remote work or telework:
         1. A completed Home Safety Checklist, and
         2. A completed Remote/Telework Agreement.
   4. Employees will discuss their telework plans with their supervisor. Managers will apply the standards set forth in this Article when reviewing employee telework schedule requests.
   5. Implementation of new Work Location Designations - Once employees have selected their Work Location Designation, Management will conduct the following actions to implement those selections:
      1. For employees who have elected to be Remote: Management will review the selections and process any personnel actions needed to effectuate the new duty station location (if necessary) within 30 days.
      2. For all other employees: Management will conduct and complete the procedures for space allocation and seat selection set forth in the Work Space and Parking Article.
   6. Telework and Remote Work Agreements: The information captured in the employee Telework Agreement and Remote Work Agreement will be consistent with the terms of this Article. A copy of these forms will be provided to NTEU for review at least 21 days prior to implementation.
   7. The Bureau has determined that it will exercise its discretion to grant full-time telework from the tentative agreement date of this Article through the completion date for Section 4C.3 under Section 4 “Initial Work Location Designation and Selection Process” (with a planned completion date of October 31, 2022).
3. An employee may request a change to their work location at any time in accordance with the Employee-Initiated Requests for Change in Duty Station Article.
4. Management may change a position’s work location designation eligibility based on the standards set forth in this Article when necessary to address a change in business needs of the Bureau that is not temporary in nature. Management will provide reasonable advance notice (normally at least 60 calendar days) to NTEU and the affected employee(s) prior to making any changes to the eligibility of a particular position that results in geographic reassignments. Such notice will identify the change in business needs necessitating the change in work designation eligibility. NTEU may request a briefing on this matter and bargaining over impact and implementation in accordance with the Midterm Bargaining Article, to the extent required by law and the terms of this Agreement.A change in an employee’s remote work eligibility that results in a geographic change in duty station will be considered an involuntary reassignment, and relocation expenses will be provided to eligible employees in accordance with the Federal Travel Regulations.
5. On-Going Work Location Designation and Selection:
   1. For any newly-created positions, Management will identify the Work Location Designation eligibility for each position consistent with terms and provisions of this Article.
   2. Announcements of all new vacancies, details, and promotion opportunities will indicate the work location designation for which the position is eligible.
   3. New employees will be instructed to submit their work location preferences including duty station location, if applicable, as part of the new employee on-boarding process. The Bureau will make every effort to finalize new employees’ work location preferences prior to their first day of work. If the Bureau is unable to finalize a new employee’s preference within that timeframe, the employee may request, and the Bureau will authorize a default telework arrangement of situational telework until the employee’s work location preferences are finalized.
6. Impact on Work Preferences When an Employee Changes Permanent Positions (e.g., Transfer, Promotion, or Reassignment): Employees who permanently change positions (e.g., apply and are selected for a permanent position in another division or office) will be required to align their work preferences to the work location and telework practices of the receiving office and/or the requirements of the new position
7. Impact on Work Preference When an Employee Changes Positions Temporarily (e.g., Details, Temporary Promotions): In order to ensure all employees have the same opportunities, divisions and offices seeking to fill positions temporarily willmake those opportunities broadly available by allowing for the most flexible Work Location Designation possible. Employees applying for a detail or temporary promotion should consult the vacancy announcement to determine the Work Location Designations for which the position is eligible. Employees must consult with their new receiving office to determine whether they can maintain the same Work Location and telework arrangements or will need to alter them to meet the needs of the receiving office.
8. Effects on Terms of Employment: Participation in telework or remote work does not alter the terms and conditions of employment, including, but not limited to, an employee’s base salary, benefits, individual rights or obligations. All employees will receive the same treatment and opportunities with regard to awards and recognition, development opportunities, and promotions regardless of the employee’s chosen work location designation.
9. Employees are expected to fulfill their daily work requirement, as defined in the Work Schedules Article, in a Bureau Facility on days they have scheduled as in-office workdays. For example, if an employee is scheduled to work from a Bureau Facility on Mondays from 8:00 am to 2:30 pm (includes a 30-minute unpaid meal break), six hours of work will be performed from the Bureau Facility. Any change to the regular work schedule must be approved by the supervisor in accordance with the Work Schedules Article. The employee must account for any time not engaged in work through use of appropriate, approved leave (e.g., annual leave, sick leave, credit hours, or LWOP).
10. Overtime, Compensatory Time, and Credit Hours: CFPB’s policies regarding overtime and other premium pay and alternative work schedules apply to all employees regardless of their work location. Employees must not work overtime hours without pre-approval in writing from their supervisors. Employees working on a flexible work schedule may earn credit hours by voluntarily electing to work hours in accordance with the Work Schedules Article.
11. Alternate Worksite Materials and Equipment: CFPB will provide equipment as outlined in this section of this article. CFPB is not responsible for operating costs (e.g., home maintenance, insurance, internet access, or utilities) that may be associated with a teleworker’s use of their home as an alternate worksite or a remote worker’s use of their home as an official worksite. If an employee’s internet is not available, they may connect their CFPB laptop to the internet using the hotspot on their CFPB iPhone.
12. Injury Compensation: Employees who telework or work remotely may be covered by the Federal Employees’ Compensation Act if they are injured in the course of performing official duties at an approved alternate worksite or remote worksite. A teleworking or remote employee must immediately notify their supervisor of any accident or injury that occurs at the remote worksite or alternate worksite and must submit the required forms and associated documentation to the Department of Labor Office of Workers’ Compensation Program (OWCP).
13. Work Assignments and Performance: Teleworking and remote employees must complete all work assignments according to guidelines and standards set forth in their performance plans. Teleworkers and remote employees will be evaluated consistent with the CFPB performance management program and will be treated the same as Office Primary employees with regards to performance management.

Section 5 – Telework Eligibility

1. All CFPB positions and employees are eligible to be considered for telework.
2. Management will determine how much telework is appropriate by evaluating each situation to determine the optimum work arrangement and ensure that telework does not diminish employee performance or CFPB operations and is consistent with the provisions of this article. This includes consideration of information security and portability or availability of work materials.
3. An employee is not eligible for telework under this Article if the employee:

1.Has been officially disciplined within the 2 years prior to the telework agreement, for being absent without approved leave for more than 5 days in any calendar year; or

2.Has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch governing misuse of position, including misuse of Government property (e.g., for reviewing, downloading, or exchanging pornography, including child pornography, or operating a for-profit business enterprise, on a Federal Government computer or while performing official Federal Government duties).

D. The following criteria will be considered when evaluating employee requests for telework:

1. The proposed telework arrangement is consistent with the operational needs of the Bureau.

2. The nature of the work to be performed is suitable for a work-at-home or alternative work site setting and normal workflow requirements are not disrupted.

3. Materials and information necessary to perform the duties of the position are capable of being moved to and from the office with data and systems security requirements, including data sensitivity and Privacy Act concerns, being adequately addressed.

4. Work activities are portable and not dependent on the employee being at the Bureau facility. Interaction with co-workers, subordinates, superiors and customers can be performed electronically or by telephone.

E. Frequency of telework will be determined by the extent to which the employee’s position requires them to perform job duties in-person at a Bureau facility or other location. Examples of such job duties or responsibilities include:

* 1. Compliance with Privacy Act, security, or health/safety requirements that cannot be adequately addressed at an alternate worksite (e.g., access to material that is only available at a Bureau Facility, may not be removed from the Bureau Facility, and/or is not accessible by computer from the alternate worksite);
  2. Responsibility for security or building operations of CFPB Facilities;
  3. Facilities or equipment to perform the job that cannot be made available at the alternate worksite (e.g., hands-on contact with machinery, high-volume printing or photocopying);
  4. Face-to-face contact (with other employees, internal Bureau customers, external stakeholders, etc.).

1. Management has a right to discuss potential telework agreements, arrangements, and this Article with the employee. Denials and terminations of Telework Agreements (in whole or in part) will be based on the factors listed in this Section of the Article. Denials and terminations will be discussed in advance with the Office of Human Capital and the reasons for denial or termination (in whole or part) will be shared with the employee in writing upon request.
2. When denying a request for telework, the supervisor must document the reason(s) for denial. A copy of the documentation will be retained by the Office of Human Capital (OHC).
3. Within 30 days of completion of the Initial Work Location Designation and Selection Process referenced in this article and annually at the end of the first quarter of the year thereafter, OHC will provide NTEU records of all denials of employee requests for telework including: (1) a unique employee identifier of the employee requesting telework; (2) the type of telework requested; (3) the amount of telework; (4) the employee’s job title; (5) the employee’s division; (6) the employee’s office; (7)the employee’s region (if applicable); (8) the name of the supervisor who denied the request; (9) the reason(s) given for the denial; and (10) the employee’s race, ethnicity (e.g., Hispanic or Not Hispanic), national origin, gender, whether the employee has a disclosed disability status (not the particular disability status) and whether they are over 40 or under 40. Where necessary to protect an individual’s privacy rights or other legal rights, redaction or aggregation of data may be employed.
4. Telework as a reasonable accommodation: The Office of Disability and Accessibility Programs will analyze and evaluate an employee’s request for telework as a reasonable accommodation for a disability under applicable law and procedures governing such requests. Such requests should be referred to the Reasonable Accommodation Coordinator per the CFPB Reasonable Accommodation Policy.

Section 6 – Telework: Program Parameters

1. Participation: Participation in the Telework Program is voluntary on the part of the employee and discretionary on the part of management. Supervisors may require specific days when employees will be required to report to their duty station as part of their Telework Agreement when necessary to meet mission needs. An employee may request to terminate or modify a telework agreement at any time. Employees who participate in telework must ensure that work can be accomplished as efficiently and effectively at the alternate worksite as in the office environment. The parties recognize that the ability to telework is not a right; it is a benefit granted to employees consistent with the provisions of this Article.
2. In-Person Requirements: There may be situations that require employees to accomplish work duties in-person on-site at a Bureau Facility or other work-related event or meeting location. Supervisors may require employees to report to work in-person to meet business needs. Continued participation in the Bureau’s Telework program is contingent upon employee adherence with in-person requirements. Supervisors will provide at least two full business days notice whenever possible requiring in-person attendance. Employees will attend all required in-person events unless they have pre-approved leave scheduled for that time. In the event the employee cannot attend the required in-person event, the employee must notify their supervisor of the circumstances. A telework employee who is required to report to the office on a regularly scheduled telework day may request to telework on an alternate day.
3. Routine Telework: Routine telework arrangements range in frequency from one to five days per week (100% telework). Telework Primary employees will have a routine telework arrangement in place. Office Primary employees may request a routine telework arrangement for days when they are not in a Bureau Facility office.
   1. Employees may request to telework up to 100% pending any in-person office requirements and business norms that facilitate work completion or collaboration. Absent exigent circumstances employees will receive at least 2 business days notice   
      when required to come into the office on scheduled routine telework days. Employees who are designated as Telework Primary and will telework 100% must perform work at the primary alternate worksite within the locality pay area associated with their duty station. For example, if an employee’s duty station is Washington DC, their primary alternate worksite must be located within the locality pay area of Washington, DC as defined by OPM.
   2. All full-time employees who are approved for situational telework under this Article will be approved for routine telework of a minimum frequency of one day per week, if the employee requests such an arrangement.
   3. Employees approved for routine telework remain eligible to request additional instances of situational telework, subject to the terms of this Article.
   4. Employees may request supervisory approval to move their routine telework day(s).
4. Situational Telework: Employees must request supervisory approval for each instance of situational telework. The employee will request such approval in advance, except when the Bureau’s operating status announcement states that unscheduled telework is authorized or in exigent circumstances or cases when the need for situational telework could not have been reasonably anticipated. When such an announcement is made, employees must notify their supervisors prior to the start of the employee’s regular workday that they will be teleworking.
5. Situational telework requests must not exceed 30 consecutive calendar days.
6. If employees have established a routine telework agreement, they must notify their supervisor when they are working from the alternate worksite outlined in a situational telework agreement if the alternate worksite is different from the location outlined in the routine telework agreement.
7. Employees who are authorized for 100% telework may work from an approved secondary alternate worksite outside of their locality pay area so long as the total amount of time spent teleworking at the secondary alternate worksite (outside of the designated locality pay area) does not exceed a total of six months in a 12-month period.
8. Extended Situational Telework: Employees may request to work from an alternate worksite for an extended period of time due to a personal reason or a medical situation.
9. Extended situational telework may be approved for 31 calendar days up to 6 months without a change in duty station or locality pay. The Office of Human Capital will assess whether an employee's request for situational telework that is for more than 6 months may necessitate a temporary or permanent change in the employee’s official duty station, and whether a change in official duty station is possible in accordance with the terms of this article.
10. If an employee requests Extended Situational Telework because of a medical situation (e.g., a request to telework during an employee's recovery from a broken bone or while assisting with a parent's recovery from surgery), the employee must submit medical documentation from a health care provider supporting the request to the WorkLife team in the Office of Human Capital. If the employee is requesting extended situational telework for their own medical need, they must provide medical documentation from a healthcare provider that includes a recommendation that the employee perform telework and the dates that the employee will require telework. If the request for extended situational telework is to provide care for a family member, employees must provide medical documentation from the family member’s health care provider that states the dates that the family member will require care. Employees will not be required to disclose their or their family member’s medical condition to support a request for extended situational telework. Requests for Extended Situational Telework for non-medical circumstances will be evaluated on a case-by-case basis.

Section 7 - Telework Procedures

1. Employee Responsibilities. To participate in the Telework Program, employees must:
2. Complete the Telework Fundamentals Training Program.
3. Execute a Telework Agreement with their first-level supervisor and maintain a record of the agreement.
   1. For any alternate worksite, employee must complete, sign, and submit a Telework Home Safety Checklist to their supervisor;
   2. If the telework request is because of a medical situation, the employee must submit any applicable medical documentation, as described in the Telework Program Parameters above, to the WorkLife team of the Office of Human Capital;
   3. Telework agreements remain in force until canceled by the employee or supervisor. If an employee on a Telework Agreement is promoted, reassigned or detailed to another position, a new Telework Agreement is required.
4. Engage in official work during telework hours; be routinely and easily accessible to supervisors, colleagues, and customers during official duty hours; and respond to email, instant chats and video calls through web conferencing technology and telephone calls;
5. Recognize that adjustments may need to be made to Telework Agreements in order to facilitate the accomplishment of CFPB work;
6. Safeguard information and data handled while teleworking;
7. Ensure a safe, viable workstation to perform required duties by meeting requirements outlined in the Safety Checklist;
8. Accurately account for telework hours in the Bureau’s official timekeeping system by designating such hours as routine or situational telework. The rules governing the use of leave apply during telework. An employee’s time and attendance record is the official record of all telework hours worked;
9. Accurately account for work and tasks performed during telework, as may be required by the supervisor;
10. Discuss telework changes with the supervisor and initiate a modified Telework Agreement, if appropriate, including when an employee intends to telework from a location that is different from their approved alternate worksite.

Section 8 - Dismissals and Closures:

1. The provisions below apply to CFPB employees who are scheduled to perform work in a Bureau Facility including Remote employees on temporary duty (TDY) location to a Bureau Facility on the day that a dismissal or closure is authorized for that facility.
2. If the Bureau Facility is closed, employees with a Telework Agreement in place will be required to work from the alternate worksite designated on their Telework Agreement.
3. Employees who are TDY to the Bureau Facility that day should contact their supervisor to determine whether there is an alternate location (e.g. hotel room) where they can be approved to work. If an alternate location cannot be established, management may excuse the employee from work in accordance with Bureau policy as appropriate.
4. If the teleworking employee’s alternate worksite or a Remote employee’s duty station is affected by an emergency, the employee may be excused from work in accordance with CFPB operating status instructions.
   1. When an emergency affects only the teleworker’s alternate worksite management may require the teleworker employee to report to the official Bureau Facility worksite, or allow a Telework employee to take unscheduled leave as appropriate, or excuse a Telework employee from work in accordance with Bureau policy as appropriate.
   2. When an emergency affects only the remote duty station, management may allow a Remote employee to take unscheduled leave as appropriate, or excuse the Remote employee from work in accordance with Bureau policy as appropriate.