

Employer Telework Guide



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What is goDCgo?

goDCgo is an initiative of the District Department of Transportation (DDOT) that encourages the use of sustainable transportation. Our award-winning Employer Services team provides complimentary consultation to businesses starting or enhancing their commuter benefits programs, making it easier for your employees to choose sustainable, affordable, and healthy ways to get to work.



Contact us today:
202-299-2186
info@goDCgo.com

HOW goDCgo CAN HELP YOU:

- Complimentary consultation from goDCgo
- Guidance on implementing commuter transit benefits and telework policies
- Communication tools, templates, and customized marketing materials
- Design and analysis of employee commute surveys
- Help setting up carpools and vanpools
- Transportation brochures and info sessions for your employees
- Monthly news you can use and timely updates for employers

Did You Know

35
percent

35 percent of the area's workers now telework at least one day per week.



What is Telework?

Teleworking, or telecommuting, is a work arrangement that allows an employee to perform work at an approved alternative worksite. This allows employees to work on a full-time or part-time basis from a remote location—whether at home, a shared workspace, or a satellite office—within the guidelines described in an organization’s telework policy.

Teleworking is not an obligatory benefit for employees. It is an alternative work arrangement where eligibility is determined on a case-by-case basis. The company has the

right to refuse to make teleworking available to specific positions and can terminate a telework arrangement at any time. Employees are not required to telework and can refuse if the option is made available.

Telework serves as an important tool for achieving a productive workforce and to support employees’ work-life balance. It can give them the flexibility to meet personal and professional responsibilities while ensuring that the organization’s goals are met. Developing a telework policy is the first step to establishing an innovative workplace arrangement.



Benefits of a Telework Policy

DC employers are increasingly adding telework as a benefit to attract and retain employees. According to the 2019 regional State of the Commute report, 35 percent of the area's workers now telework at least one day per week. Adding a telework benefit can achieve lower real estate costs by sharing desk space among employees, lower recruitment and training costs, and even increased productivity.

This guide is designed to help DC employers keep up with their competition by adding or improving their own telework benefit.

Here are some benefits you can enjoy by offering your employees the option to telework:

- Maintain level of productivity
- Lower employee turnover rate
- Improve morale and work-life balance
- Increase level of flexibility for employees
- Potentially reduce the cost of office space
- Reduce pollution and greenhouse gas emissions from commuting
- Maintain operations in case of an emergency

Read our success stories to learn how the American Pharmacists Association (page 18) and TCG (page 20) created a work-life balance for employees by implementing a telework program.



TESTIMONIALS

“As a Maryland resident, a DC-based position was always a non-starter for me in considering a career move. Knowing that I could be open about my work-life balance needs throughout the recruitment process played a key role in my joining the organization.”

— *American Pharmacists Association (APhA) employee*

“Apart from the flexibility, I've realized that I work better and more effectively when I'm working alone with no distractions.”

— *Java Developer at TCG*

“The ability to telework affords our employees the flexibility to balance their work and home responsibilities, reduce their commuting costs, and contribute to their overall satisfaction and wellbeing.”

— *Jule Miller, Senior Vice President of HR at APhA*



TEMPLATE: TELEWORK POLICY

PURPOSE

To promote telework as a means of achieving administrative efficiencies (i.e. reducing office and parking space), reducing traffic congestion and transportation costs, and sustaining the hiring and retention of a highly qualified workforce by enhancing work/life balance.

DEFINITIONS

Alternate Work Location: Approved work sites other than [COMPANY NAME]'s offices where official business is performed. Such locations may include, but are not limited to satellite offices, co-working spaces, and employees' homes.

Formal Teleworking: A voluntary work arrangement where supervisors permit employees to perform their usual job duties at an agreed upon alternate work location for all or part of their regular work week.

Informal Teleworking: A short-term remote work arrangement, such as working from home during emergency closings at the central workplace, on the road during business travel, or to accommodate employees with a partial or full return to work from family or medical leave. All informal teleworking arrangements are made on a case-by-case basis, focusing on the business needs of the company first. Such informal teleworking arrangements are not the focus of this policy.

Teleworker: An employee who, under formal agreement with [COMPANY NAME], performs her/his usual job duties in an alternate work location usually at least one day per week or at least [XX] hours per month.

Teleworking Agreement: [COMPANY NAME]'s written agreement with the employee that details the terms and conditions of the employee's work at their alternate work location or central workplace.

WHO TELEWORK APPLIES TO

This telework policy applies to [COMPANY NAME]'s full-time and part-time classified and wage employees. [COMPANY NAME] considers teleworking to be a viable alternative work arrangement in cases where employee, job, and supervisor characteristics are suited to such an arrangement. Teleworking is not an entitlement, but rather a management option. A teleworking agreement in no way changes the terms and conditions of employment with [COMPANY NAME] or required compliance with company policies and procedures.

ELIGIBILITY

Employees requesting a formal telework arrangement must have been employed with [COMPANY NAME] for a minimum of [XX] days of continuous, regular employment and must have demonstrated satisfactory performance, in accordance with the company's performance appraisal process. To participate in teleworking, a teleworking agreement must be completed and signed by [COMPANY NAME]'s Human Resources representative, the employee, and the employee's supervisor.

[COMPANY NAME] supports teleworking for employees with job duties that lend themselves to this arrangement provided certain requirements are met. All positions do not lend themselves to teleworking arrangements.

Suitability for teleworking depends on job content, rather than job role, title, or work schedule. Employees should achieve and maintain an acceptable job performance level to qualify for teleworking.

APPLYING TO PARTICIPATE IN TELEWORK & APPROVAL PROCESS

Either an employee or a supervisor can suggest telecommuting as a possible work arrangement. Prior to teleworking, the employee and the employee's supervisor must sign the teleworking agreement and comply with the conditions set forth. A Human Resources representative also must be made aware of and sign the teleworking agreement.

When considering entering into a teleworking agreement, the employee and their supervisor, with the assistance of the Human Resources department, will evaluate the suitability of such an arrangement paying particular attention to the following areas:

- the needs and work habits of the employee, including employee performance,
- whether the employee's job responsibilities are appropriate for teleworking,
- any equipment needs, work space considerations, and scheduling issues,
- tax and other legal implications for utilizing the employee's alternate work location for company business, based on IRS, state, and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and supervisor agree and the Human Resources department concurs, a teleworking agreement will be prepared and signed by all parties and a [X] month trial period will commence. At any time during the trial period, the teleworking agreement may be discontinued at will, at the request of the employee, or at the request of the company.

At the conclusion of the trial period, the employee and supervisor will evaluate the arrangement and make recommendations for continuance or modifications. Evaluation of employee performance beyond the trial period will be consistent with that received by employees working at the office. Employees should achieve and maintain an acceptable performance rating to qualify for teleworking. Either the supervisor or the employee may terminate the teleworking agreement at their discretion, preferably providing two weeks notice.

GENERAL PROVISIONS

Employees who telework must maintain compliance with all [COMPANY NAME] policies, procedures, and guidelines. In accordance with company policy, [COMPANY NAME] will compensate employees as required by the Fair Labor Standards Act and the company's policies and pay practices.

The total number of hours that employees are expected to work will not change, regardless of their work location. Teleworking is not designed to be a replacement for appropriate child or elder care. Although an employee and supervisor may agree to a modified schedule to accommodate other responsibilities, the focus of the teleworking arrangement must remain on job performance and meeting work obligations during work hours.

Injuries sustained by the employee while at their alternate work location and in conjunction with their regular work duties are normally covered by the company's workers' compensation policy. Employees are responsible for notifying [COMPANY NAME] of any accident or injury suffered in accordance with the company workers' compensation procedures. The employee is liable for any injuries sustained by visitors to their alternate work location. Visits by co-workers for business reasons must have prior supervisor approval.

EQUIPMENT & COMMUNICATION

Employees entering into a teleworking agreement may be required to forfeit use of a personal office, work station, or parking space in favor of a shared arrangement to maximize company office and parking space needs.

The employee is responsible for ensuring an appropriate work environment within their alternate work location. [COMPANY NAME] will not be responsible for costs associated with the initial setup of the employee's alternate work location such as remodeling, furniture, or lighting, nor for repairs or modifications to the alternate work location. Employees will be offered appropriate assistance in setting up a work station designed for safe, comfortable work.

[COMPANY NAME] will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs for each telecommuting arrangement on a case-by-case basis. The Human Resources and Information Systems departments will serve as resources in this matter.

[COMPANY NAME] will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. The company will also reimburse the employee for all other company-related expenses (phone calls, shipping costs, etc.) that are reasonably incurred in accordance with the employee's job responsibilities.

Equipment supplied by the organization will be maintained by the company. [COMPANY NAME] accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by the company is to be used for company business only. The employee is responsible for taking appropriate action to protect company equipment from damage or theft. Upon termination of employment, all company equipment will be returned to the company, unless other arrangements have been made.

The company's expectations of information asset security for employees working in the office full-time also apply to employees working at alternate work locations. Teleworking employees are expected to ensure the protection of proprietary company and customer information accessible from their alternate work location.

The employee is responsible for being accessible by phone or modem within a reasonable time period during the work schedule agreed upon with their supervisor in the teleworking agreement. Employees who telework must notify their supervisor immediately of any situation that interferes with their ability to perform their job. The supervisor is responsible for ensuring that teleworking employees maintain effective communication with co-workers.



Determining Telework Eligibility

Assess your company's infrastructure needs. Take stock of your existing technology, equipment, and communication tools. Do employees have company laptops or will you allow the use of at-home desktops? Does your organization have a VPN or web-based access to email and company files? Employers should talk with their IT staff to ensure that client privacy and confidentiality are maintained and secure technology systems are in place for teleworking.

A short list of technology tools:

- GoToMeeting
- Slack
- Skype for Business
- Jabber
- Zoom
- Google Drive
- Cisco Webex
- Jira
- Zoho Cliq
- Asana
- Google Hangouts
- DropBox
- Gmail
- Airtable
- Outlook Web App
- Monday.com

Take into account the employee's capabilities and competencies. For example, if a staff member is not comfortable using your remote access or cloud-based technology infrastructure required for teleworking, discuss if teleworking is right for them at this time. If you determine it is not right for them, clearly identify the capabilities or competencies they need to demonstrate, how they might receive training or show their capacity for teleworking and when they can revisit the conversation with you.

Review the job functions of positions within your organization. Positions that have most work performed electronically with minimal supervision and limited in-person contact with clients are suitable for telework. For positions that require inter-office teamwork, web-based collaboration tools and cloud storage can help support group teleworking.

Client-facing positions that require a high-level of on-site interactions, such as receptionist positions, or direct supervision, such as intern positions, may not be suitable for teleworking. Employers can determine which positions are eligible for telework and communicate this to employees as part of their telework policy.

Consider establishing a trial period. Some telework policies require that employees new to telework be approved to participate in the program for a trial period (ex. 3 months). This provides supervisors and employees with a period of time to ensure that performance goals are being met and to make any adjustments as needed.



TEMPLATE: TELEWORK AGREEMENT

EMPLOYEE INFORMATION

Employee Name: _____ Position Title: _____

Department: _____ Hire Date: _____ / _____ / _____

Please indicate how the responsibilities of your position are suited for teleworking by responding to the following questions and discussing them with your supervisor.

Does your position require daily access to equipment, classified materials, or systems that cannot be accessed outside of the main worksite? Y _____ N _____

Does your position require a level of customer service engagement that cannot be maintained at an alternate work location? Y _____ N _____

Are you currently participating in on-site job training that cannot otherwise be successfully completed? Y _____ N _____

How will telework enable you to perform your job more effectively? How will telework positively affect the company?

Describe how often and in what manner you will keep your supervisor and co-workers apprised of your work progress.

Are there any special circumstances or considerations that should be noted before beginning the telework arrangement and reviewed at the first check-in?

PROPOSED TELEWORK ARRANGEMENT

Please detail below the days and hours that the employee is expected to work.

Day of Week	Schedule / Work Hours	On-site or Telework
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Please detail below regular meetings and how the employee is expected to participate (in-person or if teleworking, what tools will be used).

Please detail below any equipment provided by the company to the employee for use at her/his alternate work location for the day(s) she/he will be teleworking.

Equipment Type	Model / Serial No.	Condition (New, Good, Fair, Poor)

SUPERVISOR INFORMATION

Supervisor Name: _____

Position Title: _____

Department: _____

Is the employee serving in a probationary or training period? Y _____ N _____

Please indicate how the employee is suited for teleworking by responding to the following questions and discussing them with your employee.

Does the employee demonstrate reliability towards work hours? Is she/he typically punctual and respectful of work hours at the office? Y _____ N _____

Does the employee exhibit strong organizational and time management skills? Does she/he demonstrate self-discipline and self-motivation? Y _____ N _____

Does the employee regularly solve problems independently and fulfill the responsibilities of her/his position with minimal supervision? Y _____ N _____

Does the employee have access to and sufficient skills using the technologies required for teleworking? Y _____ N _____

Does the employee's proposed alternate work location provide an environment conducive to working and free from distractions? Y _____ N _____

Does the employee have a performance rating that is above average or exceeding expectations? Y _____ N _____

Please detail any documented occurrences or deficiencies that should be taken into consideration regarding the employee's request to telework (i.e. any disciplinary action for being absent without approval, any formal disciplinary action within the past 12 months, etc.).

DETERMINATION

Based on the responses above and discussions with the employee, the supervisor determines the following:

The employee is:

- ☐ Eligible for regular / recurring telework on a full-time basis (every day)
- ☐ Eligible for regular / recurring telework on a limited basis (set schedule)
- ☐ Eligible for situational / ad hoc telework
- ☐ Not eligible at this time for telework

If the employee is determined to not be eligible for telework at this time, please indicate the reason below and communicate it with the employee.

- ☐ The employee's position requires a continual presence at the main worksite.
- ☐ The employee's position requires daily access to equipment, classified materials, or systems that cannot be accessed outside of the main worksite.
- ☐ The employee's performance or conduct is of concern.
- ☐ The employee is serving a probationary period.

SIGNATURES

Employee

I _____ understand and acknowledge that I have discussed teleworking with my supervisor, and our conversations are accurately reflected in this application. I understand that my application does not guarantee that I will be eligible to telework. I have read the teleworking policy and understand that it is not an entitlement and that it is not appropriate for every employee. I understand that teleworking can be terminated at any time by [COMPANY NAME] or by me.

Employee's Signature: _____

Date: _____ / _____ / _____

Supervisor

I _____ have discussed the possibility of teleworking with the above-mentioned employee and our conversations are accurately reflected in this application. I believe this employee is a good candidate based on job responsibilities and performance in her/his current position.

Supervisor's Signature: _____

Date: _____ / _____ / _____

HUMAN RESOURCES (HR)

Has the teleworking agreement been approved by both parties above, the employee and the supervisor?

Y _____ N _____

Has [COMPANY NAME]'s teleworking policy been provided to both the employee and the supervisor?

Y _____ N _____

Has [COMPANY NAME]'s teleworking policy been reviewed by both the employee and the supervisor?

Y _____ N _____

HR Representative Name: _____

HR Representative Signature: _____

Date: _____ / _____ / _____



Creating a Successful Telework Environment

Agree on performance measures to ensure accountability no matter where your employees are working.

Setting clear performance objectives will provide direction on teleworking days. If an employee is working on a large project or deliverable, the supervisor and employee may want to agree on a set of subtasks that should be achieved on their telework day.

Maintain strong channels of communication.

Prior to teleworking, discuss how the employee will participate in any regularly scheduled meetings. If staff will be teleworking for a majority of their time, make sure they are still developing relationships with their colleagues. Collegial relationships will improve overall communication and accountability.

Employers should also clearly communicate the laws, company policies, and any technology requirements that apply to telework with their employees. These could be outlined in your employee handbook, company telework policy, or in a telework on-boarding training with HR.

Laws for teleworking employees

Quick facts to know about how federal employment laws apply to teleworking employees:

- The Occupational Health and Safety Act (OSHA) requires employers to record injuries that happen at a home office. However, OSHA does not require inspections of teleworkers' homes.
- For a teleworking employee to receive Worker's Compensation (WC), the WC carrier must determine if the injury was a result of a home office workplace or a residential situation. This determination is made by the WC carrier, not a manager or the company's HR department.
- In some circumstances, telework may be considered a reasonable accommodation under the Americans with Disabilities Act (ADA). However, employers are not required to provide telework as an ADA accommodation.
- Telework is not for employees who are on approved leave under the Family and Medical Leave Act (FMLA).

Developing a checklist can help ensure that supervisors and employees cover all aspects of the company's teleworking policies and procedures prior to the employee's participation in the program. Employers can use the checklist on the following page as a template.

TEMPLATE: TELEWORK CHECKLIST

EMPLOYEE CHECKLIST

- ☐ Sign and submit the [COMPANY NAME] Telework Agreement and follow policies outlined in the Employee Manual.
- ☐ Read and review the [COMPANY NAME] Teleworking Policy.
- ☐ Place signs on your door or computer that notify other [COMPANY NAME] employees that you are teleworking, and that you are checking emails and available by phone (list cell phone if call forwarding is not enabled).
- ☐ Update your [Outlook] calendar so that coworkers know you are teleworking.
- ☐ Forward your phone, or if that option is unavailable, call your office phone to check voicemail every 90 minutes.
- ☐ Sign-in and be available online during core business hours, except for individual cases approved by your supervisor in advance.
- ☐ Email your supervisor when signing on and off for the day. Notify your supervisor if you're logging off to work on projects offline.
- ☐ Complete timesheets no later than COB of the [Friday] that ends a pay period.
- ☐ Request approval from your supervisor if you would like to swap telework days.
- ☐ Commute to the office or other locations for meetings, presentations, etc. when required although it may be a telework day.

SUPERVISOR CHECKLIST

- ☐ Sign and submit the [COMPANY NAME] Telework Agreement and follow policies outlined in the Employee Manual.
- ☐ Communicate the [COMPANY NAME] Teleworking Policy with the employee.
- ☐ Ensure that the employee has the appropriate supplies to telework and that they are in proper condition.
- ☐ Discuss the rules for the use of company equipment for telework with the employee.
- ☐ Maintain a list of the supplies and equipment provided to the employee.
- ☐ Ensure that a contingency plan is in place if/when technical issues arise while the employee is teleworking.
- ☐ Discuss expectations around how often the employee and you will check in with each other and which tools you will use to stay in contact.
- ☐ Inform the employee of performance expectations for the role both verbally and in writing.

Communicating with Your Staff About Telework

MARKET TELEWORK TO ALL ELIGIBLE EMPLOYEES, WITHOUT PRECONCEIVED BIASES.

Regardless of gender, employees equally value teleworking as a benefit. Data collected by DC employer, Washington Gas, shows a nearly 50/50 split between male and female teleworking employees. With no statistical difference in how much employees value the program, the Washington Gas data debunks the myth that only “caretaker women” would telework. When promoting a telework policy, try to leave preconceived ideas behind.

COLLECT COMPANY-WIDE DATA TO HELP MARKET THE BENEFIT AND INFORM ANY ADJUSTMENTS.

By collecting data through a survey, employers can uncover any issues or internal biases and better support all employees eligible to participate in telework. In addition, tracking costs and time saved can further demonstrate the benefit to both prospective and existing employees. Meanwhile, tracking employee satisfaction and productivity can help internal decision makers adjust or expand the telework program.

Tip: goDCgo can help with designing and administering a survey.



TEMPLATE: TELEWORK PROMOTIONAL EMAIL

To: <All Staff>

CC: <HR Department>

Subject: Save time and money by signing up for telework!

Attachment: <[COMPANY NAME]'s Teleworking Policy>

Good Morning,

Did you know [COMPANY NAME] offers an excellent teleworking program for a better work-life balance? Discover just some of the benefits below!

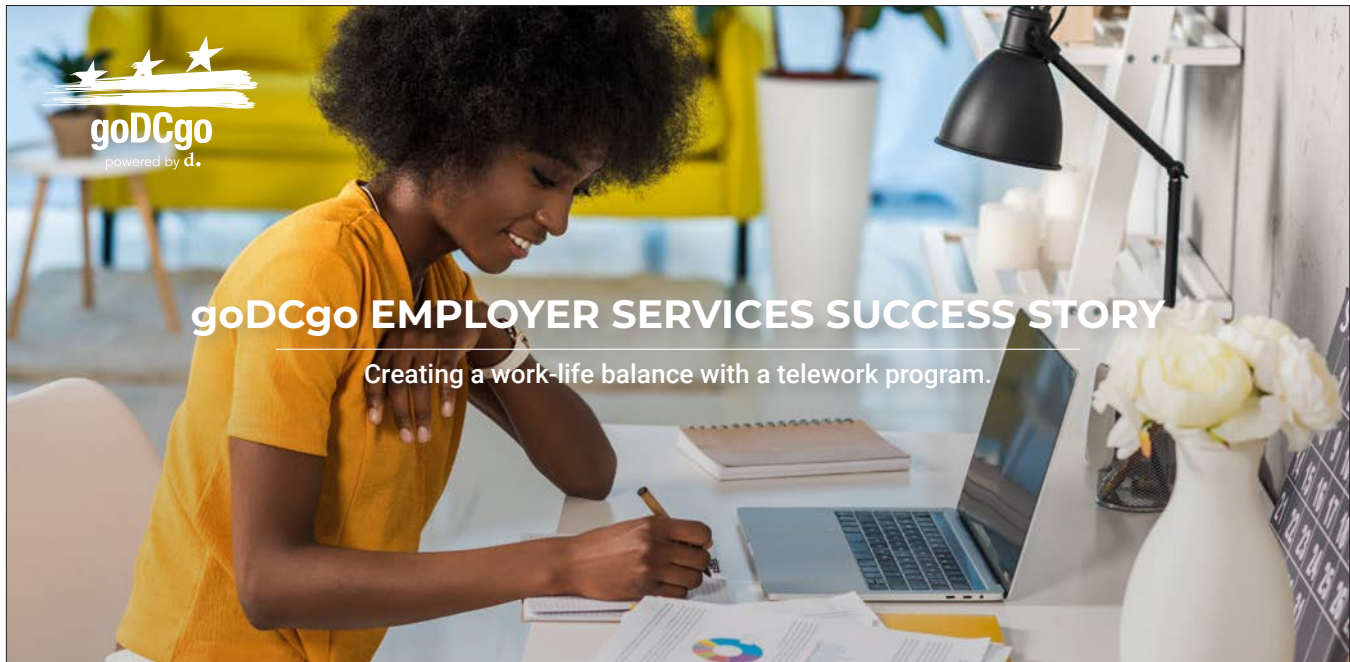
- **82% of surveyed telework employees reported less stress than their counterparts***
How long do you spend commuting each day? Imagine what you would do if that time was freed up one or two days per week.
- **Two-thirds of managers say employees who telework increase their overall productivity***
Are you organized, self-motivated, and disciplined? These are some of the characteristics of employees who are best suited to work remotely. You can try teleworking on a 3-month trial period to see if it's a good fit for you.
- **[XX]% of your colleagues are already benefiting from the telework program**
Suitability for teleworking depends on job content, rather than job role, title, or work schedule. Our teleworking policy applies to all full-time [COMPANY NAME] employees.

Although you may speak with your supervisor about teleworking any time of the year, now is a great time to make the switch to a better work-life balance! To get started, schedule some time with your supervisor to discuss if teleworking is right for you.

**See PGI's February 2014 online survey of U.S.-based customers, which received 933 responses.*

DC Employer Success Story:

American Pharmacists Association (APhA)



The American Pharmacists Association (APhA) empowers its members to improve medication use and advance patient care through information, education, and advocacy. As part of APhA's commitment to supporting a healthy work-life balance for its employees, the organization has grown its telework policy since it was first introduced in 1999.

WHY OFFER TELEWORK?

Teleworking is an innovative business and commuting solution that enables employees to perform their duties outside of the traditional office. With the average DC commute time increasing in recent years, telework programs allow employees to spend less time commuting so they can enjoy a better work-life balance.

GETTING STARTED

In response to feedback from employees about increasing commute times and costs, APhA expanded its telework program. Part of this expansion included allowing employees to telework up to two days per week. Employees can also use telework to gradually return to the workplace following a period of absence, such as parental leave.

When APhA temporarily moved office locations during a two-year renovation period, employee participation in the telework program significantly increased. Now, in 2019, 58% of APhA employees telework at least one day per week, with 24 employees teleworking full-time.

"The competition for top-talent candidates, combined with the challenges of Washington, DC's grueling commute and rising transportation costs, and need for work-life balance in general, are all factors that have led to the success of APhA's telework program," says Jule Miller, Senior Vice President of Human Resources.

Telework is an increasingly popular option for many DC area employers, and DC residents' participation in telework increased by more than 150% from 2005 to 2016.



INDUSTRY
Health Care

COMPANY SIZE
130 employees

PROGRAM BENEFITS

Reduces the stress of
daily commute

Contributes to overall
employee satisfaction

Plays an important role in
recruitment and retention

Promote a healthy
work-life balance

IMPACT ON EMPLOYEES

AAPhA's investment in teleworking has increased employee satisfaction. Employees also appreciate APhA's encouragement to work from home on days with poor air quality or inclement weather:

"I have severe asthma. On those really cold days when I can't breathe in that bitterly cold air, I don't have to stand at the bus stop. I really appreciate this APhA benefit!" exclaims one APhA employee.

"I selected Wednesdays as my work from home day. It is a mid-week break from traffic, and that extra time allows me to focus exclusively on projects without the stress of a commute or normal office interruptions," says another APhA employee. *"The mental break fuels my productivity for the rest of my work week."*

"As a Maryland resident, a DC-based position was always a non-starter for me in considering a career move. Knowing that I could be open about my work-life balance needs throughout the recruitment process played a key role in my joining the organization." – a recent APhA hire

KEYS TO SUCCESS

APhA's Senior VP of HR, Jule Miller, provides the following tips for organizations who are planning to offer or expand their telework program:

- Take into account the employee's job function and the individual's capabilities and competencies
- Provide strict security standards for home offices
- Measure goals for productivity and accountability to ensure successful performance no matter where your employees are working
- Encourage strong communication and provide infrastructure to support those who telework


58%
OF APhA
EMPLOYEES
TELECOMMUTE
AT LEAST ONE
DAY PER WEEK

LOOKING AHEAD

Let us help you initiate or enhance your company's commuter benefits programs. Employers can contact goDCgo for template telework policies, telework agreements, telework checklists, and outreach materials to encourage employee participation.



Contact us at 202.299.2186 or info@goDCgo.com.

goDCgo.com/employer



HOW DO YOU KNOW IF TELEWORKING IS RIGHT FOR YOUR BUSINESS?

INFRASTRUCTURE SUPPORTS REMOTE ACCESS.

Remote access to files, tech support, and remote participation in meetings allow for teleworking. Contact goDCgo for a full checklist.

JOB POSITIONS ARE ELIGIBLE.

Job positions that require daily in-person client management may not be best suited for teleworking.

HOW CAN YOU IMPLEMENT TELEWORK AT YOUR BUSINESS?

TALK TO GODCGO.

Contact goDCgo for a complimentary consultation and free teleworking resources to get you started.

SET UP A TELEWORKING POLICY.

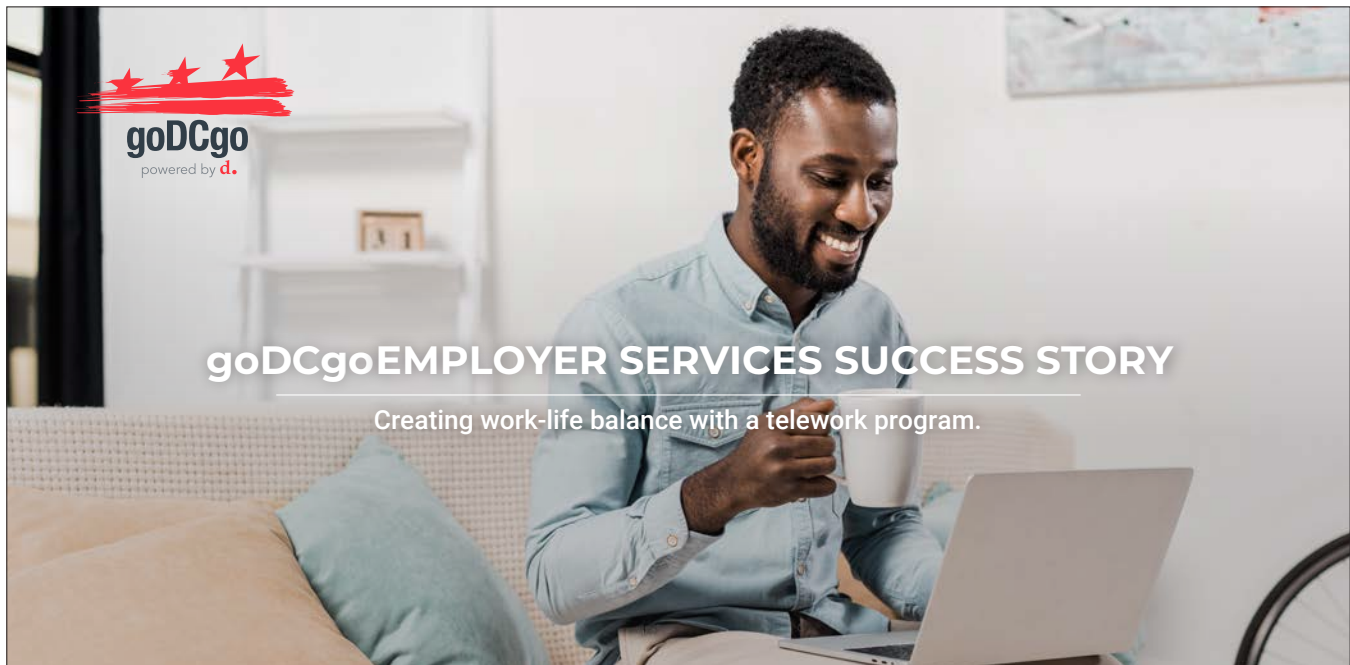
Good communication is the essential element for success. goDCgo can provide you with a template teleworking policy to help your business incorporate best practices.

BUILD A CULTURE OF TRUST.

Remember to maintain an adaptive, connected culture to build trust with employees.

DC Employer Success Story:

TCG



goDCgoEMPLOYER SERVICES SUCCESS STORY

Creating work-life balance with a telework program.

TCG delivers positively distinct IT and management consulting for government agencies and organizations working to make a better place to live; today and in the future. As part of this commitment, TCG has adopted a telecommute-first model since 1994.

WHY OFFER TELEWORK?

Telework is an innovative business and commuting solution that enables employees to perform their business duties outside the traditional office. With the average DC-commute time increased from 36 to 39 minutes in the past three years, telework and "compressed work week" programs allow employees to work from home or fit their work hours into fewer days, meaning less time commuting and a better work-life balance.

GETTING STARTED

For TCG President Dan Turner, founding a company prominently supporting telework was a happy accident. When Turner received an NIH contract, he knew professionals to perform the job, but they lived all over the U.S. Under his leadership, he established TCG with top talent, regardless of their zip code, who work remotely.

New employees have their first day at TCG's DC headquarters where they're provided with hardware, software and a VoIP (voice over IP) telephone, which creates a virtual office phone system. The phone system is accessible via an Internet connection, linking colleagues world-wide with a simple handset.

Telecommuters are reimbursed for their Internet service provider bill, which has spurred adoption of high bandwidth connectivity throughout the company.

An increasingly popular option for many organizations, telework programs relieve more than 20% of DC-area employees of their commutes.

TCG

POSITIVELY DISTINCT

INDUSTRY

Information Technology
and Management Consulting

COMPANY SIZE

130 employees

PROGRAM BENEFITS

Retain a high employee
satisfaction rate
Promote a work-life balance
Maintain flexibility

IMPACT ON EMPLOYEES

TCG's investment in telecommuting has increased employee satisfaction and greatly helped provide employees a work-life balance.

"As a professional mom of three boys, it has been my dream to work from home. TCG has given me that opportunity! I have a very fulfilling job that I truly love. That coupled with working from home and being available to my family is literally a dream come true," states TCG employee Debbie Buchannan.

"Working from home gives me the flexibility to plan my day around the projects I'm working on and balance that with my personal responsibilities," says Monelle Williams, TCG Marketing and Communications Specialist. "The time I would have spent getting ready for the workday and sitting in traffic can now be used to prepare a healthy breakfast in the morning or go for a jog during my break."



Since 97% of TCG staff live in the DC metro area, their telework model is keeping a lot of cars off of the road, conserving approximately 42,000 gallons of fuel each year!

Peter Fedders, TCG's VP of Employee Happiness, tracks the effectiveness of the company's benefits and how often employees use them. Telework employees commonly report:

- Increased productivity due to uninterrupted time to plan their work.
- Reduced tension levels by eliminating the commute.
- Improved quality of life due to time saved not commuting.



**75%
OF TCG WORKFORCE
TELECOMMUTES
FULL-TIME OR AT LEAST
ONE DAY PER WEEK**

LOOKING AHEAD

TCG recognizes that recruiting people with unique skill sets is much easier when you are not limited by geography. This year, the company is seeking to further grow their team by nearly 30 new employees—working remotely or onsite.



Let us help you initiate or enhance your company's commuter benefits program.

Contact us at 202.299.2186 or info@goDCgo.com.

goDCgo.com/employer



IS TELEWORK RIGHT FOR YOUR BUSINESS?

Consider Infrastructure.

Telework is unique to every organization's hardware and software systems.

Create a policy.

Good communication is the essential element for success.

If you haven't done it before, start slow.

Need a telework application to get started? We've got you covered! goDCgo will provide you a detailed template to make the process easier for you and your employees.

Build a culture of trust.

Remember to maintain an adaptive, connected culture to build trust with employees.



goDCgo Employer Services

202.299.2186

info@goDCgo.com

goDCgo.com/employer