



# goDCgo EMPLOYER SERVICES SUCCESS STORY

Supporting Corporate Sustainability Goals with a Telework Program.

The Washington Gas and Light Company (WGL) provides natural gas service to residential, commercial, and industrial customers in the District of Columbia, Maryland, and Virginia. The company's dedication to sustainability includes offering robust commuter benefits to employees, such as a telework program.

## WHY OFFER TELEWORK?

Telework allows employees to work from a remote location – whether at home, a shared workspace, or a satellite office. A low-cost and high-value business practice, telework can help companies reduce their carbon footprint while allowing employees to spend less time commuting so they can enjoy a better work-life balance.

***“Our telework policy supports our ability to recruit and retain talented staff, while also helping us do our part to reduce congestion and mobile source emissions in the communities we are proud to serve.” – John Friedman, Sustainability Manager at WGL***

## GETTING STARTED

WGL began its telework policy in 2010 to support employee work-life balance and contribute to the company's sustainable business practices. Employees interested in the program must have their participation approved by a supervisor and adhere to sharing quarterly commuting data through a survey designed and generated by the company.

In addition, company-wide annual bonuses are linked to sustainability objectives achieved by employee actions, including telework. By working with goDCgo and finding creative ways to promote its telework program, WGL achieved a 5% increase in participation in 2018, with nearly 300 employees actively participating.

As a result, WGL's teleworking employees have eliminated more than 88,000 trips, avoided driving 2,220,000 miles, and saved more than 99,990 gallons of fuel between 2010 and 2019.



**Washington Gas™**  
A WGL Company

### **INDUSTRY**

Regulated Utility

### **COMPANY SIZE**

1,000 DC employees

### **BENEFITS**

- Employee laptops to accommodate teleworking
- Notify employees of poor air quality days
- Help employees save money
- Retain a high employee satisfaction rate
- Provide designated 'drop-in' spaces that allow employees who usually telework and/or have a different primary work location to schedule desk space for when they are in the office

## IMPACT ON EMPLOYEES

- WGL found no statistical difference in how much male and female employees value the telework program. Their telework program has a nearly 50/50 gender split among participants, debunking gender myths.
- In addition, teleworking employees maintained similar productivity levels to in-office employees and showed no drop-off in productivity.
- Enrolled employees receive, on average, the equivalent of 2 weeks a year in time savings by foregoing commutes on the days they telework.

***“Teleworking supports a healthy work-life balance. Mitigating hours of traffic or on the Metro can add years to your life.” - Victor Davis, Sr Supplier Diversity Specialist***

# 50/50

The telework program is equally valued by both male and female employees.



## LOOKING AHEAD

Interested in telework for your organization? Contact goDCgo for telework templates and outreach materials or to connect with peers like WGL who have successful telework programs.

***“Our experience with telework made for an easier transition to the difficult circumstances we are in today. It helped to ensure overall business continuity, uninterrupted service, and support to our customers and communities.” - Melissa Adams, Chief Corporate Social Responsibility Officer***



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](https://goDCgo.com/employer)



## KEYS TO SUCCESS

WGL's Sustainability Manager John Friedman recommends the following tips for organizations who are planning to set up or enhance their telework program.

### SURVEY TELEWORKING STAFF

Use data to demonstrate your program's value or bring light to opportunities to improve your policy.

### BUILD SUPPORT AMONG YOUR LEADERSHIP TEAM

Train managers on how to effectively engage with remote staff.

### SET CLEAR EXPECTATIONS

Set clear expectations for how remote staff and managers will communicate.

### CONTINUE TO PROMOTE YOUR TELEWORK POLICY

goDCgo can help you get creative with engaging staff at events or through fun promotions.

