



Flexible Work Arrangement Policy

Contents

Introduction

Purpose & Scope	2
.....	
Definitions	3
.....	
Flexible Schedules	4
.....	
Flex Hours	5

Eligibility and General Requirements

General Requirements	6
.....	
Remote Worksite	7
.....	
Information Security	7
.....	
Equipment	7
.....	
Administrative	8
.....	
Liability	8
.....	

Process

Responsibilities	9
.....	
Agreement	10
.....	
Approval	10
.....	
Disaster Relief Worker	10

Resources

Agreement Form	11
.....	
Success Guides	11
.....	
FAQ	11
.....	

Historical Record

.....	11
.....	

Introduction

Flexible Work Arrangements (FWAs) are a workforce strategy that can help retain and recruit employees. FWAs when managed appropriately can lead to greater work-life balance, greater employee satisfaction, fewer unscheduled absences, increased retention, enhanced individual performance and contributes to emission reduction initiatives.

Examples of FWAs consist of the following:

Hybrid Telework Schedule: hybrid telework allows an employee to work a maximum of up to two (2) days per week at a location that is not the regularly assigned place of employment.

Flexible Schedules: a flexible schedules would allow an employee the option of choosing their particular work hours or the option to change work schedules from one week to another depending on the employees' needs.

Purpose & Scope

This policy contains the guidelines for the City of Torrance's Flexible Workplace Program. The guidelines and requirements described herein are applicable to City employees participating in the FWA.

The purpose of this policy is to set forth the City of Torrance's expectations, rules and parameters for employees who have been approved to participate in the FWA. Additionally, this policy will outline the process for employees, supervisors, managers and Department Heads to follow in implementing hybrid telework at their worksite.

Hybrid telework and flexible schedules are voluntary work arrangements authorized and approved through a formal agreement with employees who hold qualifying positions determined by the Department Head. Whether or not a position qualifies for hybrid telework and/or flexible schedule is subject to Department Head discretion. Hybrid telework and flexible schedule is an arrangement that can be revoked at any time. It is not a workplace benefit or right conferred.

Granting a flexible work arrangement is a privilege and not a right or entitlement. The arrangement is a cooperative effort between the employee and Department. The operational needs of the division and the justification for the request will be considered. Certain positions, assignments, and classifications will not be suitable for a flexible work arrangement. For employees who do not participate in a flexible workplace arrangement, there are still options with regard to work location while on the citywide campus. The City encourages an environment where all staff, whether they are participating in telework or not, work collaboratively and take advantage of the available resources outlined herein.

To enable successful implementation of hybrid telework and flexible schedule, all participating employees are responsible to follow each section of this Policy. Regular and frequent communication between the supervisor and staff member must occur. Participation

in a flexible workplace arrangement should not result in overtime unless approved by management. All flexible work arrangements will be reviewed annually and may be terminated at any time by the supervisor. New flexible work arrangements will be reviewed at 30 days, 60 days, and 90 days, which is intended to provide both the employee and his/her supervisor/manager an opportunity to review and evaluate the work schedule arrangement. Procedural guidance, forms and templates related to this Policy are available on the TEN, Human Resources website and available as a link under the Resources section of this Policy.

Definitions

Hybrid Telework – Type of flexible work arrangement, which allows an employee to work a maximum of up to two (2) days per week at a location that is not the regularly assigned place of employment.

Flexible Schedule – Type of flexible work arrangement which allows an employee the option in choosing their work hours or the option to change work schedules from one week to another depending on the employees' needs.

Regularly assigned place of employment - Location where an employee usually and customarily reports for work or where work is performed.

Remote Worksite - A designated location that is secure and not the regularly assigned place of employment.

Employee – Full-time and part-time; at-will or civil service positions; management or non-management; represented or non-represented.

Department Head – The Executive Director over the employee's department. If the employee does not report directly to the Department Head, then the employee will refer to his/her immediate manager/supervisor.

Flexible Workplace Agreement – A written agreement between the City and the employee that outlines the employee's obligations and responsibilities in accordance with this policy.

Flexible Schedules

The City of Torrance has various schedules based on position, bargaining unit, and operational mission. However, the "traditional work week" for City Hall and a majority of City employees is Monday through Thursday, 7:30 AM to 5:30 PM, and alternate Fridays 7:30 AM to 4:30 PM,. City Hall is closed every other Friday. However, there are arrangements that can be made where work can be done outside of the "traditional work week". The schedules listed below are the most utilized schedules but employees and their supervisors may agree to build a different flexible schedule:

Eligibility and General Requirements

For an employee to be eligible for hybrid telework, they must have successfully completed at least 6 months of employment with the City in their current position. Additionally, the employee must follow the general requirements and/or conditions below:

Considerations for Initial Approval:

- Needs of the City and respective Department
- Impact to the workgroup, Division, Department and/or City
- Availability and cost of needed equipment as provided by respective Department
- Other job-related considerations deemed necessary and appropriate, and consistent with business necessities, by the employee's supervisor, Division Manager, Department Director, or Human Resources Manager.

Performance & Supervision:

- Employee must possess abilities to successfully organize, manage time, and work independently and productively with minimal supervision.
- Employee must have received satisfactory work performance (e.g. meets expectations) in their most recent performance evaluation.
- Employee must not be on a Performance Improvement Plan (PIP)
- Employee must have a thorough knowledge and understanding of their job functions.
- Employee must have access to a remote worksite that is safe, secure and free from interruptions.
- Allow for an employee to be as effectively supervised as he or she would be if the job functions were performed at the assigned place of employment.
- Employees are subject to remote work monitoring
- Department Head will submit a monthly report and Certification Form to the Human Resources Manager.
- The Human Resources Manager will provide the City Manager a monthly assessment of the Flexible Work Arrangement program based on the Certification Forms received by Department Heads.

Job Function:

- Employee must have job functions that can be performed at a remote worksite without diminishing the quality of the work or reducing productivity.
- Employee must have job duties that do not require an employee's presence at the regularly assigned place of employment on a daily or routine basis.
- Employee must have a job that involves measurable or quantifiable work product.
- Jobs that have minimal need for specialized materials or equipment available only at the regularly assigned work site.

Agreement:

- Employee volunteers for hybrid telework and/or flexible schedule and the Department Head or designee must approve the request for hybrid telework and/or flexible schedule.
- Employee's hybrid telework schedule is proposed by the employee and will need approval from the Department Head or designee.
- Employee must review the FWA Policy and sign the agreement confirming they will comply with all requirements and conditions of the Policy.
- The FWA agreement can be revoked by the Department Head or designee at anytime.
- If the employee's request for FWA is denied, the employee can submit another request in a month.

- In case of emergency, employee while teleworking, can be expected to be in the office within 2 hours of their supervisor's request.

Remote Worksite Requirements:

In order for an employee to be eligible for hybrid telework, the following physical remote worksite requirements and/or conditions apply:

- Remote worksite must comply with all Cal/OSHA health and safety regulations.
- A supervisor or manager may request to visit the proposed remote work site to evaluate the appropriateness of the remote worksite site prior to approving the agreement and may require that a photo of the workspace be attached to the agreement.
- A supervisor or manager must be knowledgeable and trained with all Cal/OSHA health and safety regulations prior to remote site visitations.
- Once the agreement is approved, the City retains the right to make prearranged on-site inspections of the remote worksite during scheduled work hours.
- Non-work related events and activities must not disrupt or interfere with work at the remote worksite.

Information Security Requirements:

In order for an employee to be eligible for hybrid telework, the following information security requirements and/or conditions apply:

- Employee must ensure that all sensitive and confidential information is protected and secured at all times including off work hours. Information means notes, data, reference materials, sketches, drawings, memoranda, reports and records that contain work related material. Secure means information may not be accessed by unauthorized persons.
- Employees are not authorized to download City data on a flash drive and transfer the information to their personal computer/laptop.

Equipment Requirements:

In order for an employee to be eligible for hybrid telework, the following equipment requirements and/or conditions apply:

- Employee must use City issued computing equipment with appropriate security software (anti-virus, endpoint detection response, VPN) or perform work thru authorized methods only.
- The City will not reimburse employees for out of pocket expenses for equipment, material and supplies that are reasonably available at the regularly assigned place of employment.
- City-owned equipment located at the remote worksite is subject to all policies and restrictions related to the use of City-owned property. Employees are responsible for any equipment that is used at a remote work site and accept financial responsibility for any equipment that is lost, stolen, or damaged because of the employee's negligence, misuse or abuse.

- When the agreement ends or is terminated, the employee must promptly return all equipment.
- Return of City-owned equipment, records, and materials within seven (7) days upon written notice of separation from the City. Within seven (7) days of written notice, City-owned equipment must be returned to the City for inspection, repair, replacement, or repossession.

Administrative Requirements:

In order for an employee to be eligible for hybrid telework the following administrative requirements and/or conditions apply:

- Hybrid telework does not alter the employee’s work schedule.
- Employee must be available for communication and contact during telework as they would be if working at their regularly assigned place of employment. Communication methods including phone, email virtual meetings, and chat must be agreed upon between employee and immediate supervisor/manager. Employee must transfer work phone to personal phone to receive work related calls during work hours. The City will not reimburse
- Supervisors/Managers must set tasks, project priorities, deliverable target dates and manage budgeted hours to actual hours tracking where appropriate.
- Supervisors/Manager must setup and Employees must maintain accurate time documentation to support their work hours and must submit regular weekly time reports detailing hours worked. Departments shall maintain all-time records of the employee.
- Non-exempt employees will be compensated in pay or compensatory time for overtime that has been preapproved by the supervisor in accordance with the provisions of the Federal Fair Labor Standards Act (FLSA).
- The employee must successfully complete at least 6 months (during the course of their probationary period for Civil Service employees) to be eligible for FWA. At-will employees must successfully complete 6-months of their employment with the City.

Liability:

In order for an employee to be eligible for hybrid telework, the following liability requirements and/or conditions apply:

- City assumes no liability for injury, damage or loss at the remote work site to any other person or entity who would not be in the work area if the duties were being performed at the regular place of employment. An injured employee participating in telework must notify his or her supervisor immediately. Workers' Compensation benefits may apply to injuries arising out of and in the course and scope of employment.
- Employee shall hold harmless and indemnify the City against any and all third party liability, claims, losses, , or expenses, arising from flex work arrangement.
- City will not be liable for damages to employee-owned equipment being used in telework or that may result from telework. The City will not be responsible for operating costs, home maintenance, or any other incidental costs (e.g. utilities,

telephone, and insurance) associated with the use of the employee's residence for telework.

- Telework outside of the country and State of California is prohibited.
- The City will not compensate for electricity, Wi-Fi, or other associated costs.
- The City will not troubleshoot hardware issues of personal equipment such as at home routers, Wi-Fi, or other devices.

Process

Responsibilities

The following is a summary of roles and responsibilities applicable to hybrid telework

	Department Head	Supervisor / Manager	Employee
Policy Implementation	<p>Accountable for ensuring Supervisors, Managers and Employees comply with the Policy and Agreement.</p> <p>Determine which jobs can be conducive for hybrid telework based on operational objectives.</p> <p>Determine nature and extent of each flexible work arrangement. For example setting department policy on limits of remote work or rotate based on seasonality of work.</p>	<p>Adhering to and implementing all conditions of the Policy and Agreement.</p> <p>Working cooperatively with employee in explaining hybrid telework and options based on operational need.</p> <p>Ensuring equity in implementation.</p>	<p>Adhering to all conditions of the Policy and Agreement.</p> <p>Working cooperatively with supervisor/manager when participating in hybrid telework.</p>
Approval Process	<p>Evaluates each agreement submitted by the Supervisor/Manager and approves or denies.</p>	<p>Work cooperatively with Employee to arrange remote telework plan that complies with Policy.</p> <p>Processes agreement and submits recommendation to the Department Head for approval.</p>	<p>Reads Policy and fills out necessary information/documentation on FWA Agreement.</p> <p>Reads Telework Success Guides.</p> <p>Submit FWA agreement to supervisor/manager.</p>
Program Maintenance	<p>Monitors program success and make adjustments where</p>	<p>Keeps a record of all approved agreements.</p>	<p>Maintain Policy compliance. Proactively ensure that work is</p>

	<p>needed to achieve operational goals. New agreements should have a review period every 30 days.</p> <p>Monthly report and certification form submitted to Human Resources Manager.</p>	<p>Track to ensure expired agreements are terminated or renewal is completed.</p> <p>Setting work expectations and regularly communicating with employees and continuously assessing whether hybrid telework is not negatively impacting City operations.</p>	<p>communicated, and information is secured at remote worksite.</p> <p>Be an advocate for compliance so hybrid telework remains an active program for all.</p>
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Agreement:

Hybrid telework and flexible schedule is a voluntary work arrangement authorized and approved thru a formal agreement with each employee. Hybrid telework and a flexible schedule are arrangements that can be revoked at any time. Employees must obtain approval using the Flexible Work Arrangement (FWA) Agreement Form.

Approval Process:

The following steps shall be followed to approve each hybrid telework arrangement:

- Step1 - Employee reviews Policy and completes the FWA Agreement Form located on the TEN under FORMS/REQUESTS
- Step2 - Supervisor/Manager and Employee review the submission together and confirm that all Policy requirements and conditions are met. Supervisor/Manager requests additional information and necessary documentation.
- Step3- Supervisor/Manager conducts the FWA orientation with the employee.
- Step4 - Supervisor/Manager approves and submits the FWA Agreement Form to Department Head.
- Step5 - Department Head reviews and approves FWA Agreement Form.
- Step6 - Supervisor/Manager maintains the FWA agreement and tracks expiration and need for renewal.
- Step7- Department Head or Manager/Supervisor completes 30-day review with employee.
- Step8- Department Head submits Certification Form to Human Resources Manager.
- Step9– Human Resources Manager provides the City Manager a monthly status update based on the Certification Forms submitted by Department Heads.

Disaster Relief Worker:

Employees participating under a FWA does not excuse an employee from being activated as a disaster relief worker.

Resources

Human Resources shall be responsible for updating the Hybrid Telework Policy and publish procedural guidance to support implementation of the Policy. The following resources are available on the Human Resources webpage.

Flexible Work Arrangement Policy
Flexible Work Arrangement (FWA) Agreement Form
Orientation for Employees
Orientation for Managers

Historical Record:

Original Publication

3/28/2022

Implementation

5/2/2022