

Procedures Supplemental to University Policy on Flexible Work and Teleworking Arrangements

1. Temporary Change in Work Hours

- 1.1. Supervisors have the discretion to grant temporary changes in work hours as long as the operational needs of the division/department are satisfied. Supervisors should communicate their approval of temporary changes in work hours in writing to the requesting employee.
- 1.2. Supervisors have the discretion to discontinue temporary changes in work hours when deemed necessary.
- 1.3. Temporary changes in work hours may not exceed thirty (30) days and may be revoked at any time at the discretion of supervisor.
- 1.4. If the temporary change in work hours is required for a duration of more than thirty (30) days, the change is no longer temporary and will be considered a flexible work schedule.
- 1.5. Examples:
 - 1.5.1. An employee with regular hours of 8:00 a.m. – 5:00 p.m., with one hour for lunch, has a short term personal need preventing them from reporting to work until 10:00 a.m. twice a week. The employee requests a temporary change in work hours enabling them to work 40 hours a week by extending the workday past 5:00 p.m. and reducing their lunch period to 30 minutes.
 - 1.5.2. A department has a business need to extend their operating hours past 5:00 p.m. The supervisor designates employees to work 9:30 a.m. – 6:30 p.m. for the first month of each semester to meet this need.
- 1.6. Work schedules, including temporary changes in work hours, must include a minimum of a 30-minute lunch period unless an exception has been granted by the Associate Vice Chancellor for Human Resources or designee.

2. Flexible Work Schedules

- 2.1. Flexible work schedules allow employees to work outside of what is considered to be a regular business hours (such as 8:00 a.m. – 5:00 p.m. Monday through Friday) on a regular or recurring basis.
- 2.2. Flexible work schedules must be approved by supervisors. Supervisors are expected to maintain written documentation of the employee's flexible work schedule, provide a copy of the documentation to the employee, and present such documentation upon request by authorized UNCG and/or State personnel (including, but not limited to, auditors, human resources staff, payroll staff, etc.).

- 2.2.1. The Flexible Schedule/Telework Plan and Agreement (“Plan and Agreement”) may be used to document a flexible work schedule.
- 2.3. Supervisors are advised to ensure that adequate supervision is provided for situations in which flexible work schedules fall outside of the department’s regular business hours.
- 2.4. Work schedules, including flexible work schedules, must include a minimum of a 30-minute lunch period unless an exception has been granted by the Associate Vice Chancellor for Human Resources or his/her designee.
- 2.5. In most cases, administrative offices are expected to be staffed and operating between the hours of 8:00 a.m. – 5:00 p.m., Monday – Friday. Nothing in these procedures, or the University’s Policy on Flexible Work and Teleworking Arrangements, address or imply that operating hours will be changed as it is expected that any flexible work schedule will not impact operating hours.

3. Flexible Work Locations (“teleworking,” “telework” or “remote working”)

- 3.1. The location of the flexible work location is subject to approval by the Provost/Dean/Vice Chancellor and the Associate Vice Chancellor for Human Resources.
- 3.2. Flexible work locations should be within a reasonable commuting distance to campus.
 - 3.2.1. Employees are expected to be able to report to campus in a reasonable time period if needed for operational purposes, to attend University events, upon termination of a teleworking arrangement, or for other reasons their supervisor determines their presence is required on-site.
 - 3.2.2. A reasonable commuting distance is considered to be approximately 60 miles from campus.
 - 3.2.3. Requests by employees to work at a remote site outside of the state of North Carolina must have a justification that addresses the business need for telework arrangement, how the employee will report to campus if needed, and any other concerns expressed by those approving the arrangement.
 - 3.2.4. For a current employee who is moving out of state, requests to continue employment for a transitional time period to afford a period of time to continue business operations while a recruitment is conducted will be considered and may be approved for up to six months.
- 3.2. All flexible work **location** arrangements, whether short term (less than 30 days) or on an ongoing or recurring basis, must be documented in writing by completion of a Plan and Agreement.
- 3.3. To assure appropriate accountability and oversight of flexible work arrangements, UNCG has established the following pre-approvals:
 - 3.3.1. Department/Unit Heads have the authority to approve a telework arrangement for a period of up to thirty (30) calendar days as long as the operational and staffing needs of the division/department or unit can be met during that period, with the following exception: any telework request from an employee on a medical or family leave of absence must involve consultation with HR Business Partners and Benefits

officials from the Human Resources Department and approval of the Associate Vice Chancellor for Human Resources, regardless of the anticipated length of the telework arrangement.

3.3.2. Any teleworking arrangement that will be in place for more than thirty (30) calendar days, must be recommended for approval by the Department/Unit Head and the Provost and Executive Vice Chancellor¹ or appropriate Vice Chancellor, and then pre-approved by the Associate Vice Chancellor for Human Resources prior to being communicated to the employee and implemented.

3.3.3. If the teleworking location is outside of the state of North Carolina, the arrangement must also be approved by the Associate Vice Chancellor for Finance (or designee).

3.3.4. Approvals may not be delegated further unless specifically expressed in this procedure or the Policy on Flexible Work and Teleworking Arrangements.

3.3.5. It is recommended that the teleworking employee spend at least one (1) day per month physically “on campus,” working within an official University office or facility, to ensure the employee gets an opportunity to interact with their work team and has adequate face to face supervision and accountability. Other types of virtual interactions (video meetings and conferences, etc.) should occur regularly enough to provide the teleworking employee a connection to co-workers and the workplace.

3.4 Documentation

3.4.1. All flexible work arrangements must be documented in writing and approved as indicated above.

3.4.2. Flexible work arrangements will be in effect during the time period indicated on the Plan and Agreement and must be reviewed by the approving supervisor and employee on no less than an annual basis.

3.4.3. A new Plan and Agreement needs to be submitted to the Associate Vice Chancellor for Human Resources if there are any changes to the Plan and Agreement (other than insignificant changes not affecting the work location, available hours, expectations, or any other material changes to the provisions of the Plan and Agreement) at least thirty (30) calendar days in advance of the effective date of the change(s).

3.5 Supervisors are responsible for notifying Human Resources when a Plan and Agreement is being discontinued prior to the date indicated on the Plan and Agreement.

4. Management Considerations

4.1 In reviewing requests for flexible work arrangements, individuals approving the arrangements need to consider a number of factors to determine whether the request is compatible with the operational and staffing needs of the division/department and the University as a whole, such as:

¹ The Provost and Executive Vice Chancellor may designate divisional approval authority to the appropriate academic dean of a college/school. Approval authority may not be designated further.

1. What are the present and future operational and staffing needs of the division/department?
2. What is the employee's level of performance and experience on the job?
3. What are the work/life needs of the employee? Are these for a specific period of time?
4. Are there restrictions on how, when, and where the employee's work must be performed?
5. What is the position's degree of autonomy and independence?
6. Does the employee regularly function as part of a team that would require a matching schedule of all team members or significant in-person communication (as compared to telephone or online communication)?
7. Does the position require a high level of campus contact or physical presence to perform the job effectively?
8. Considering the physical absence of the teleworking employee, can the division/department provide coverage for all work functions without unduly burdening other employees in the division/department or creating employee dissatisfaction?
9. Are requests for flexible work arrangements handled equitably for similarly situated employees within the division/department?
10. Will the flexible work arrangement create employee relations issues, such as perceived favoritism?
11. Does the division/department have sufficient budget to provide the necessary office supplies, equipment, and services for the employee's teleworking site if needed?
12. Will all University property be secure and used within the policies and procedures of the University and State, including policies governing personal use, software and technology licensing agreements, and any other relevant policies? How will the property be returned?
13. Can the supervisor effectively monitor the employee's work that occurs outside the supervisor's regular schedule and away from the campus work location?
14. Will the employee have access to all necessary work-related data or files at the teleworking site? How will the security and confidentiality of this information be assured, as required by University policy and best practices?
15. Will the employee be able to conduct business meetings with University or other personnel during core business hours via phone, teleconference, and/or videoconference?

16. If applicable, can the supervisor continue to assure compliance with federal wage-hour regulations regarding work that occurs outside the supervisor's regular schedule and away from the campus work location?
17. Is the proposed telework location within a reasonable commuting distance of campus and will the employee be able to report to campus within a reasonable period of time when directed due to operational needs and/or due to changes to or revocation of their flexible work arrangements?
18. If the proposed telework location is outside of North Carolina, is there a business need for the person to work out of state? Has the division/department considered the additional tax-related costs and setup time required to employ the individual? Has a hiring preference been made for in-state employees when all other factors are equal? What is the justification for needing to employ a non-state resident?

5. Termination of Flexible Work Arrangements

- 5.1. Flexible work arrangements are not an employee right, and UNCG may terminate or change a flexible work arrangement at any time at its sole discretion.
- 5.2. Reasons for terminating and/or changing a flexible work arrangement can include, but are not limited to, changing business needs or unsatisfactory employee performance/conduct.
- 5.3. Supervisors should provide reasonable advance notice of at least 10 business days prior to terminating and/or changing a flexible work arrangement when possible.
 - 5.3.1. Employee conduct or safety issues may necessitate a shorter notice period at the discretion of the supervisor.
- 5.4. Supervisors are responsible for notifying Human Resources when Plan and Agreement is being discontinued prior to the date indicated on the Plan and Agreement.

6. Special Circumstances

- 6.1. The Chancellor has the authority to authorize flexible work arrangements on a short term basis in response to special circumstances as outlined in the Policy on Flexible Work and Teleworking Arrangements.
 - 6.1.1. A common example of this authority would be during inclement weather events when the employees are unable to safely report to their campus work location or the University has suspended operations. The Chancellor may allow employees who are able to work remotely to do so on a temporary basis. Such situations will not require Plan and Agreements.