



Town of North Attleborough, Massachusetts

## MEMORANDUM FOR RECORD

DATE: April 1, 2024

SUBJECT: Policy Letter 013 - REMOTE WORK POLICY - Pilot Program

1. **Purpose.** This outlines the Town of North Attleborough's remote work policy for non-union full time employees and replaces any prior remote work policy.
2. **Application.** This policy applies to all non-union full time personnel who are in the employment of the Town of North Attleborough with the following exceptions: This policy will not apply to employees represented by AFSCME and USW unions until the applicable union has requested to meet to discuss the policy and the parties agree. This policy does not apply to essential employees in Public Safety, Laborers in Park, and Recreation and DPW, and other essential positions as determined by the Town Manager. This policy may be rescinded at any time at the sole discretion of the Town Manager.
3. **Policy.** Non-union employees are permitted to work remotely depending on several factors and the arrangements approved in advance by their Department Head. Working remotely is a privilege that may be revoked at any time. The Town may request that an employee be present in the office at any time (regardless of prior approval on remote work) or deny a request to work remotely based on business needs, employee performance, or viability of doing the work remotely. To be eligible for remote work, an employee must have access to reliable phone and high-speed internet and a space that is free from excessive noise or distraction and where the employee can maintain the confidentiality of all Town records, documents, discussions, etc. Not all positions within the Town are eligible for remote work and that determination is at the recommendation of the Department Head to the Town Manager for approval.
4. **Approval.** No employee can work remotely without first obtaining prior approval of their Department Head. Employees who work remotely must enter the request to work remotely on a weekly basis into the *Employee Forward* system by the Friday before the week they intend to work remotely and must receive the approval back from the Department Head prior to working remotely. Remote work cannot exceed two (2) days per week. Requests for recurring or extended arrangements over two (2) days will be considered on a case-by-case basis with the additional approval of the Town Manager or in the case of a public health emergency as determined by the Town Manager. The Department Head may rescind approval for remote work or modify the arrangement(s) as the needs of the department dictate.
5. **Expectations.** This policy outlines expected conduct of employees as they perform their duties remotely on behalf of the Town of North Attleborough.

When working remotely employees must:

- a. Work their full, typical schedule (Employees must receive prior authorization from their Department Head for any hours worked in excess of their established schedule.)
- b. Attend all meetings in a virtual capacity.
- c. Achieve the same level of production as in the office.

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- d. Maintain equivalent availability for colleague and citizen communication, supervisor questions, etc. while working remotely as when working in person.
  - e. Be available online and by phone for the duration of their usual workday, minus authorized breaks and rest periods. If your internet connection fails, you must report to work or you may request use of personal or vacation leave.
  - f. Respond promptly to communications via messaging app, email, and phone.
  - g. Follow all Town procedures and policies.
  - h. Refrain from using alcohol or illegal drugs.
  - i. Maintain a safe, confidential, and secure work environment at all times.
  - j. While working remotely employees must continue to use the printers at the workplace and must ensure that someone is on site to receive and secure all printed documents.
  - k. Employees must care for and safeguard all Town issued property.
6. **Security.** As with employees working in the office, those who work remotely are required to ensure the protection of proprietary Town and customer information through use of locks on doors, desks, and file cabinets, and password protections on all data and media storage, and to take any other steps required by or appropriate for the job and the environment. Unless an employee is working remotely in a location where no other individual has access, the employee must lock the employee's computers whenever the employee walks away from the computer and other individuals such as household members must not be allowed access to or use of Town property. Employees must comply with the Town's data security policies and procedures while working remotely. Consult the Town's IT policy for more information.



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North Attleborough, MA