



U.S. General Services Administration (GSA)

GSA Order: Telework and Remote Work Policy
HRM 6040.1C
Office of Human Resources Management
gsatelework@gsa.gov

Purpose:

This Order issues and transmits General Services Administration (GSA) policy governing the use of telework and remote work.

Background:

Based on the provisions of Public Law No. 111-292, known as the Telework Enhancement Act of 2010, as amended by the Administrative Leave Act of 2016, this policy provides guidelines for implementation of telework and remote work within GSA.

Applicability:

This Order applies to all GSA employees in the performance of their duties, except for the employees in the following independent offices within GSA:

1. The Office of Inspector General. The Office of Inspector General (OIG) has independent personnel authority. See Section 6 of the Inspector General Act of 1978, (5 U.S.C. App. 3), as amended (Inspector General is authorized “to select, appoint, and employ such officers and employees as may be necessary for carrying out the functions, powers, and duties of the Office of Inspector General”) and GSA Order ADM P 5450.39D GSA Delegations of Authority Manual (Delegations Manual), Chapter 2, Part 1 (“the Inspector General has independent authority to formulate policies and make determinations concerning human capital issues within the [OIG]” and GSA determinations/delegations do not limit that authority). Similarly, GSA specifically recognizes that the Inspector General has independent authority to formulate policies and make determinations concerning training, employee development, and career management; and
2. The Civilian Board of Contract Appeals. This policy applies to the Civilian Board of Contract Appeals (CBCA) only to the extent that the CBCA determines it is

consistent with the CBCA's independent authority under the Contract Disputes Act and it does not conflict with other CBCA policies or the CBCA mission.

Cancellation:

This Order supersedes HRM 6040.1B, GSA Telework and Remote Work Policy dated December 21, 2021.

Summary of Changes:

This Order incorporates the GSA's Domestic Employee Teleworking Overseas (DETO) policy, including DETO definitions, responsibilities and timelines.

Roles and Responsibilities:

1. The Office of Human Resources (OHRM) is responsible for ensuring the order is carried out in accordance with applicable laws, regulations, and bargaining obligations.

Signature

/S/
Jeffrey Lau
Acting Chief Human Capital Officer
Office of Human Resources Management

2/22/2024
Date

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1. Introduction

1.1. GSA recognizes telework and remote work as strategic management tools and workplace flexibilities for attracting, retaining, and engaging talent and accomplishing organizational goals.

1.2. GSA continues to assume a leadership role in support of telework and remote work to fully enable GSA to meet its mission. Telework and remote work are critical to:

- a. Performance-based business outcomes for individuals, work teams, and organizations;
- b. Continuity planning;
- c. Sustainability;
- d. Recruitment and retention;
- e. Employee engagement; and
- f. Work/life balance.

1.3. GSA supports the use of telework and remote work to the extent that it is consistent with the business needs of the organization and the individual work requirements of the employee.

1.4. This policy is designed to facilitate agency, organizational, and individual performance by providing the structure needed for effective implementation of telework and remote work for GSA. Successful telework and remote work requires communication and collaboration between employees, their supervisors, and affected work groups. Each has responsibilities for successful implementation and related performance outcomes. Organizations must ensure compliance with the provisions of this policy, support of agency guidance, and fulfillment of applicable labor relations obligations.

1.5. Telework and remote work are not an entitlement or right of individual employees.

1.6. Telework and remote work are established to facilitate the accomplishment of work, while balancing the needs of the workforce.

1.7. Heads of Services and Staff Offices make position categorization determinations to align the workforce to the mission.

1.8. Supervisors are responsible for making determinations in regard to telework and remote work participation, work schedules, and frequency, with consideration for individual, team, and position categorization requirements, as stated in paragraph 4.6.a.

1.9. Employees are responsible for accomplishment of work pursuant to their performance plans, and for appropriately using telework and remote work, as stated in paragraph 6.1.

1.10. The use of telework and remote work by GSA employees is restricted to the United States and its territories and possessions only. The only possible exceptions are if a GSA employee is serving on an overseas tour or working under an approved Domestic Employees Teleworking Overseas (DETO) agreement.

2. References

2.1. [Public Law No. 106-346, Section 359, of October 23, 2000 \(Department of Transportation and Related Agencies Appropriations Act\).](#)

2.2. [Public Law No. 111-292 of December 9, 2010 \(The Telework Enhancement Act of 2010\).](#)

2.3. [Public Law No. 114-328, Section 1138, of December 23, 2016 \(The Administrative Leave Act of 2016\).](#)

2.4. [OPM Governmentwide Dismissal and Closure Procedures, dated December 2022.](#)

2.5. [OAS P 7005.1A Internal Space Allocation, Design, and Management Policy.](#)

2.6. [OAS 9900.1A, Government Furnished Information Technology \(IT\) Equipment for Use Outside GSA Agency Worksites.](#)

2.7. [OAS 5700.1B Temporary Duty \(TDY\) Travel Policy.](#)

2.8. [OAS 5770.1A Local Travel Policy.](#)

2.9. [OAS 1860.1 Print Management Policies and Practices.](#)

2.10. [HRM 2300.1 CHGE 3 Policy and Procedures for Providing Reasonable Accommodation for Individuals with Disabilities.](#)

2.11. [ADM 2430.1A The U.S. General Services Administration Continuity Program.](#)

2.12. [ADM 2430.3 The U.S. General Services Administration Emergency Management Program.](#)

2.13. [Public Law No. 117-81, Section 6202, of December 27, 2021 \(National Defense Authorization Act for FY 2022\).](#)

2.14. [Executive Order 14100 dated 6/9/2023.](#)

3. Definitions

3.1. [Agency Worksite.](#) The regular worksite associated with the employee's position of record; the physical address or place where the employee would work if not teleworking or working remotely. The agency worksite is generally considered a centralized location of an employee's assigned organization.

3.2. [Appropriate Alternative Worksite.](#) A worksite other than the agency worksite, typically the employee's residence, that supports work and provides appropriate information technology (IT) connectivity and security precautions in support of the work.

3.3. [Commuting Area.](#) Pursuant to 5 CFR 550.703, the commuting area is defined as the geographic area surrounding a worksite that encompasses the localities where people live and reasonably can be expected to travel back and forth daily to work, as established by the employing agency based on the generally-held expectations of the local community.

3.4. [Domestic Employees Teleworking Overseas \(DETO\).](#) U.S. Government Civil Service employee assigned to a domestic position, teleworking from an overseas location for a limited period of time. Although the domestic employee is not assigned or detailed to the overseas location, the DETO's duty station is temporarily changed to reflect the overseas alternate worksite for the duration of the DETO arrangement.

- a. Independent DETO. An employee not included on Orders of a U.S. Government sponsoring employee. GSA policy prohibits independent DETOs, because of the security risks and the associated costs to the agency involved.
- b. Sponsored DETO. An employee who is the spouse of a sponsoring employee assigned overseas. A sponsored DETO is covered by the U.S. Government orders of the sponsoring employee.
- c. Sponsoring Employee. Either 1) A Civil Service employee, who is, or will be, assigned (not temporary duty, i.e., TDY) to a U.S. mission abroad under Chief of Mission (COM) authority or an office of the American Institute in Taiwan, or 2) a DoD employee or uniformed service member who is or will be assigned (not TDY) to a military base or U.S. mission abroad.

3.5. Domestic Employee Teleworking Overseas (DETO) Agreement. An official agreement documenting the terms and conditions of the DETO arrangement.

3.6. Emergency Employees. Employees who are expected to report to their worksite or begin telework (as permitted) on time unless otherwise directed by GSA. Emergency employees should be designated and notified in advance on an annual basis.

3.7. Emergency Situation. An event, incident, or circumstance that interrupts or compromises operations at, or travel to or from, the agency worksite or appropriate alternative worksite. This may include a range of situations including, but not limited to: civil disruptions, inclement weather and associated travel conditions, national security situations, natural disaster, public health emergencies, power outages, unusual traffic situations, water main breaks, or other incidents where access to the agency worksite or appropriate alternative worksite is compromised.

Emergency situations also include, but are not limited to, circumstances that result in an official operating status announcement that permits unscheduled telework, as defined in this policy and outlined annually in [GSA Dismissal and Closure Procedures](#), based upon the guidelines published by the Office of Personnel Management's (OPM') [Governmentwide Dismissal and Closure Procedures](#). Information Technology (IT) incident response is addressed within Incident Response (IR) [CIO IT Security 01-02]. For clarification, emergency situations and continuity events can be found within [ADM 2430.1A The U.S. General Services Administration Continuity Program](#) and [ADM 2430.3 The U.S. General Services](#)

[Administration Emergency Management Program.](#)

3.8. Mobile Work. Work that is characterized by the regular travel to and from work in customer locations or designated worksites as opposed to an agency worksite. Mobile work may consist of work such as: site audits, site inspections, and investigations. It is distinguished from telework in that the work being done by the employee is specific to a designated worksite or location. Mobile work may be combined with telework.

3.9. Official Worksite/Duty Station. Pursuant to the OPM definition, and as set forth in 5 CFR 531.605, the official worksite is the location where the employee regularly performs their official work duties. Changes in an employee’s official worksite may affect the employee’s pay and/or travel funding responsibilities and must be processed by the servicing Human Resources Office. Designating the official worksite is determined on a case-by-case basis using the following decision matrix:

Employee	Official Worksite/Duty Station
Scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis	Agency worksite for the employee’s position—the place where the employee would normally work if not teleworking
Not scheduled to report at least twice each biweekly pay period to the agency worksite (includes remote workers)	Appropriate alternative worksite (except in certain temporary duty situations)
Scheduled to report to varied work locations on a recurring basis (mobile work), and who does not report at least twice each biweekly pay period to the agency worksite	Agency worksite, as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the agency worksite

3.10. Personally Identifiable Information (PII). PII can be used to distinguish or trace an individual’s identity, either alone or when combined with other information that is linked or linkable to a specific individual as defined in OMB Circular A-130. (See GSA’s PII policy at [insite.gsa.gov/pii](https://www.gsa.gov/pii))

3.11. Position Categorization. Heads of Services and Staff Offices categorize positions based upon each position’s duties and business requirements. Positions are aligned into one of the following categories:

- a. Onsite Required. Positions with job functions that must be executed at an agency worksite on a daily/regular basis. The official duty station is an agency worksite.
- b. Onsite Flexible. Positions with job functions that must be executed within specific geographic locations. The official duty station is usually an agency worksite or an appropriate alternative worksite (typically the employee's home).
- c. Offsite. Positions with job functions that do not need to be executed within a specific geographic location and can be executed without reporting to an agency worksite. The official duty station is typically the employee's home.

3.12. Remote Work. Work performed on a full-time basis by an employee who does not report to the agency worksite at least two times a pay period on a regular and recurring basis (e.g., employee works from home full-time). Remote Work must be recorded in GSA's electronic time and attendance system.

3.13. Remote Worker. An employee who teleworks on a full-time basis and does not report to the agency worksite at least two times a pay period on a regular and recurring basis (e.g., employee works from home full-time). A remote worker's official worksite/duty station is an appropriate alternative worksite, typically the employee's home.

3.14. Telework. A work flexibility or arrangement under which an employee performs the duties and responsibilities of their position from an approved alternative worksite (typically their home), rather than an agency worksite.

Telework does not include:

- a. Any part of work performed while on temporary duty official travel (i.e., the Federal Travel Regulations (41 CFR Part 301) and GSA travel policy, GSA Order 5700.1B OAS, take precedence over telework policy);
- b. Work performed while commuting to and from an agency worksite; or
- c. Mobile work as defined above (including site audits, site inspections, and investigations).

3.15. Telework-Ready Employee. An employee with an approved telework agreement that identifies the employee as both eligible to telework (whether on a remote work, routine, or situational basis, and regardless of the employee's choice to

telework or decline telework), and having the appropriate IT tools and equipment, which includes the completion of the necessary training, to telework.

3.16. Types of telework. GSA employees may participate in emergency, routine, or situational telework. For timekeeping purposes, employees are required to designate individual instances of telework participation as emergency, routine, or situational, as defined below.

- a. Emergency telework. Emergency telework is telework performed in response to an authorized emergency situation, as outlined in paragraph 3.7. Examples of emergency telework include unscheduled telework (see paragraph 3.17) (a) in response to an operating status announcement based on weather or other conditions, as outlined in GSA's Dismissal and Closure Procedures, or (b) at the discretion of the GSA Administrator, according to current GSA policies. Instances of emergency telework must be recorded in GSA's electronic time and attendance system.
- b. Routine telework. Telework performed as part of a previously approved, ongoing, and regular schedule. Instances of routine telework must be recorded in GSA's electronic time and attendance system.
- c. Situational telework. Telework that is approved on a case-by-case basis, where the hours worked are not part of a previously approved, ongoing, and regular telework schedule. Examples of situational telework include telework to accommodate scheduling issues such as appointments or special work assignments away from the office. Situational telework is sometimes also referred to as episodic, intermittent, or ad-hoc telework. Instances of situational telework must be approved by the supervisor and recorded in GSA's electronic time and attendance system.

3.17. Unscheduled telework. A form of telework that allows employees to telework without previous supervisory approval in response to specific announcements by OPM or local agency authorizing officials regarding approved emergency situations as outlined in paragraph 3.7. This form of telework allows for continuity of operations during approved emergency operations. (See guidance on the use of unscheduled telework in GSA Dismissal and Closure Procedures.) Instances of unscheduled telework are considered emergency telework and must be recorded as such in GSA's electronic time and attendance system.

3.18. Weather and Safety Leave. The Administrative Leave Act of 2016 (the Act), created four new categories of leave, including weather and safety leave (5 U.S.C. 6329c). The Act provides Federal agencies with the authority to “approve the provision of leave to an employee or a group of employees without loss or reduction in the pay of the employee or employees, leave to which the employee or employees are otherwise entitled, or credit to the employee or employees for time or service only if the employee or group of employees is prevented from safely traveling to, or performing work at, an approved location due to: (1) an act of God; (2) a terrorist attack; or (3) another condition that prevents the employee or group of employees from safely traveling to or performing work at an approved location.”

- a. Weather and safety leave will not be provided to a telework-ready employee who is not prevented from working safely at an appropriate alternative worksite.
- b. GSA may consider providing weather and safety leave to a telework-ready employee in exceptional situations, including: (a) when in the agency’s judgment the telework-ready employee could not have reasonably anticipated the emergency condition and does not have the necessary equipment at the appropriate alternative worksite, or (b) when the home or other appropriate alternative worksite of a telework- ready employee is also affected by the event such that the employee is prevented from safely teleworking there (such as a power or Internet service outage).

4. Responsibilities

The following officials and components are responsible for administering this policy in accordance with the appropriate statutes and regulations:

4.1. Telework Managing Officer (TMO) will:

- a. Advocate telework;
- b. Develop and implement policy related to agency telework programs;
- c. Provide expertise and guidance to agency leadership;
- d. Serve as the primary senior level agency point of contact for OPM on telework matters; and
- e. Serve as a resource for managers and employees on telework matters.

4.2. Agency Telework Coordinator will:

- a. Serve as a point of contact with OPM and provide advocacy, implementation support, and data collection on implementation of this policy, at the agency level;
- b. Serve as a resource for managers and employees on telework matters.
- c. Provide information to and receive support from the TMO.
- d. Manage the [Telework and Remote Work Program mailbox](#).

4.3. Local Telework Coordinators will:

- a. Serve as points of contact providing advocacy, local telework implementation support, and data collection on implementation of this policy, at the Regional, Service, or Staff Office level;
- b. Provide information to and receive support from the agency telework coordinator and the TMO.

4.4. Office of Human Resources Management (OHRM) will:

- a. Ensure that all GSA employees and supervisors are aware of the opportunity for telework and the parameters for implementing telework as outlined in this policy, for new and current employees;
- b. Provide guidance, support, and evaluation to support fair and consistent implementation of this policy;
- c. Provide training for employees and supervisors; and
- d. Administer internal controls including reporting to ensure compliance with this policy.

4.5. Heads of Services and Staff Offices (HSSOs) will:

- a. Have the delegated authority to implement telework within their organizations in accordance with this policy;
- b. Delegate this authority further if required.

4.6. Supervisors will:

- a. Meet with the employee to share position categorization and obtain input on telework and/or remote work participation, as applicable;
- b. Make final determinations in regard to telework schedules and remote work participation in alignment with position categorization;
- c. Prepare a plan, in collaboration with the employee, for returning the employee to telework eligibility when telework is denied or suspended on a temporary basis, based on such reasons as outlined in paragraph 7.2;
- d. Ensure that all new employees complete the following:
 - i. Required telework training; and
 - ii. Submit appropriate agreement in the GSA-approved telework and remote work agreement system within 60 calendar days of entrance on duty;
- e. Ensure that all employees complete the required biennial refresher training;
- f. Approve the appropriate agreements in the GSA-approved telework and remote work agreement system, by:
 - i. Reviewing and discussing submitted telework and remote work agreements within 20 calendar days of their submission;
 - ii. Ensuring that the telework and remote work agreements reflect the arrangement, are modified and re-submitted as necessary, and are approved within 30 calendar days of the original submission; and
 - iii. Ensuring that employee participation in telework and/or remote work is suspended in the event an approved telework and/or remote work agreement is not in place.
- g. Treat all employees (whether teleworking, working remotely or not) the same in actions involving managerial discretion, including but not limited to:

- i. Equitable distribution of assignments among all employees in the work unit;
 - ii. Manage and evaluate each employee's performance consistently and in alignment with GSA's performance management policy and the performance expectations identified in their performance plan; and
 - iii. Use appropriate work tracking and communication tools. GSA will not determine, at the agency level, specific communications practices, but encourages individual organizations to consider what types of communication work best in support of individual and organizational performance, utilizing the many tools available to GSA employees;
- h. Ensure that all work locations support individual, team, and organizational performance, as part of overall performance management. This includes the authority to deny an employee's selection of an appropriate alternative worksite if, in the supervisor's opinion, the selected location is not business-appropriate and/or fails to provide a working environment compliant with the conditions outlined in paragraph 3.2 of this policy;
 - i. Work with all employees to ensure that work locations do not place a burden or hardship on other employees;
 - j. Review and approve time and attendance information submitted by employees or timekeepers to ensure its accuracy, including the correct coding of telework and remote work participation in accordance with GSA's Time & Leave Administration Policy;
 - k. Review transit subsidy applications submitted by employees to ensure they accurately reflect telework participation and work schedule; and
 - l. Manage work in accordance with the Fair Labor Standards Act (FLSA).

4.7. Employees will:

- a. Accomplish work assigned regardless of work location;
- b. Understand that telework and remote work are in fact an official duty status, and that all employment rules remain in effect;

- c. Provide input to supervisor on the telework schedule and/or remote work participation based on position categorization;
- d. Adhere to the mutually agreed upon decisions on telework participation, schedules, and frequency, and the terms of the approved telework agreement;
- e. Adhere to the mutually agreed upon decisions on remote work participation and the terms of the approved remote work agreement;
- f. Complete mandatory biennial telework refresher training, regardless of their eligibility for telework or decision to telework or decline to telework. Failure to complete biennial telework training will result in discontinuation of telework until such training is completed. New employees must complete mandatory telework training within 60 calendar days of their entrance on duty;
- g. Submit the appropriate agreement in the GSA-approved telework and remote work agreement system, on a biennial basis, regardless of eligibility for telework or decision to telework or decline to telework;
- h. Submit a telework and/or remote work agreement in the GSA-approved telework and remote work agreement system within 60 calendar days of entrance on duty;
- i. Revise and resubmit telework and remote work agreements in the GSA-approved telework and remote work agreement system to reflect any changes requested by supervisor, so that the supervisor is able to approve the agreement;
- j. Submit updated telework and/or remote work agreements in the GSA-approved telework and remote work agreement system to reflect changes that occur prior to the biennial recertification, including change in position, organization, and/or duty station;
- k. Safeguard secure materials, including PII, in accordance with Office of Management and Budget (OMB) M-06-19 and GSA Privacy Act Program;
- l. Ensure that the appropriate alternative worksite provides appropriate information technology (IT) connectivity and security infrastructure in support of the work;

- m. Acknowledge that supervisors retain the authority to deny an employee's selection of a particular alternative worksite location if, in the supervisor's opinion, the selected location is not business-appropriate and/or fails to provide a working environment compliant with the conditions outlined in paragraph 3.2 of this policy. Any changes in the alternative worksite location, whether temporary or permanent, must be approved by the supervisor;
- n. Meet individual, team, and organizational requirements, including but not limited to all requirements regarding communication, accessibility, and collaboration, as required by the supervisor;
- o. Maintain flexibility and responsiveness to the needs or requirements of the supervisor, employing organization, work team, and customers. As with all work, employees are accountable for required individual contributions to the efforts of their work team, and must communicate and collaborate as appropriate or directed with team members, ensuring that telework supports the work of the team and does not result in diminished individual, group/team, or organizational performance;
- p. Report to the agency worksite, or other required location, pursuant to agency needs, for all or part of the workday during which they would otherwise telework or work remotely, as required by management;
 - i. Instances of canceled or interrupted telework require appropriate advance notice to the employee, as outlined in the telework agreement. Such instances do not:
 - 1. Constitute a termination of the telework arrangement, or
 - 2. Entitle the employee to a "replacement" or "in lieu of" telework day.
 - ii. Prior to approval of the telework or remote work agreement, the employee and supervisor should discuss how much advance notice is appropriate. The discussion should consider individual circumstances, including the travel distance, commute time, and availability of public transit. The GSA-approved telework and remote work agreement system will "default" to a 2-hour advance notice unless otherwise updated by the supervisor;
- q. Understand and act in accordance with the [GSA Dismissal and Closure Procedures](#), to include:
 - i. Being familiar with operating status announcements;

- ii. Preparing and planning ahead, including taking necessary equipment such as laptops to the appropriate alternative worksite, when severe weather or other emergency situation can be anticipated;
 - iii. Notifying the supervisor of employee status when an operating status announcement is made; and
 - iv. Accurately reporting and accounting for work time in GSA's electronic time and leave administration system;
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- r. Accurately record telework and remote work participation in GSA's electronic time and leave administration system, or ensure that timekeepers accurately record participation based on local timekeeping procedures;
 - s. Ensure individual application for transit subsidy accurately reflects telework participation and work schedule. Applications must reflect anticipated telework days and not include requests for transit subsidy for those days. Remote workers are not eligible for participation in GSA's Transit Subsidy Program;
 - t. Work with supervisors to ensure that no work, regardless of the location from which it is performed, will place added burdens or hardship on other employees; and
 - u. Follow established office practices, agency policies, and laws for requesting and obtaining approval of leave, overtime, or any change to the work schedule.

5. Union Representative

5.1. Union representatives who telework or work remotely while performing union activities are responsible for adhering to applicable policies and negotiated agreements consistent with their performance of union activities at the agency or appropriate alternative worksite.

6. Eligibility

6.1. Employees are eligible to telework and/or receive approval for remote work pursuant to position categorization, without diminished individual, team, or organization performance, with the exceptions outlined in subparagraph 6.2 below. Supervisors are required to make telework determinations based on appropriate business needs.

6.2. In certain specific situations based on the criteria below, the following positions or employees may be identified as ineligible for telework:

- a. Employees in positions that require, on a daily (every work day) basis,:
 - i. Direct handling of secure materials determined to be inappropriate for telework by HSSOs or designees. Secure materials are those materials:
 1. For which there exists a written policy (at the government, agency, or organizational level) restricting the use/access outside of a specific government installation or area within a government installation; and/or
 2. For which appropriate mitigating IT security measures do not exist and which may also include PII.
 - ii. Onsite work activity that cannot be handled remotely or at an appropriate alternative worksite, e.g., positions that are full-time customer-facing positions.
 - iii. In emergency or other unforeseen situations, an employee in such a position as defined in 6.2(a)(i) and 6.2(a)(ii) may be authorized to telework to the extent possible without accessing secure materials. This may include other duties as assigned including, but not limited to, self-paced and/or online training.
- b. Employees will be identified as ineligible for telework and remote work under any circumstance for conduct resulting in the employee being officially disciplined (i.e., a warning, reprimand, suspension, or removal) for:
 - i. Being absent without leave (AWOL) for more than five (5) days in any calendar year (by statute); or
 - ii. Violating subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch; or
 - iii. Viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
- c. Employees disciplined for conduct identified in paragraph 6.2(b) are ineligible for telework under any circumstances, including emergency situations such as

continuity activation. In such cases the employee must report to their regular official agency worksite or, with supervisory approval, be provided with alternative officing in an agency location or, if neither is feasible, placed on administrative leave until such time as official alternative officing in an agency or other Federal location is available.

7. Denials, Suspensions, or Limitations

7.1. Supervisors are responsible for making final determinations regarding employee participation in telework that are consistent with individual performance, team, and organizational work requirements. This includes alternative work schedules (AWS), telework and/or remote work.

7.2. Supervisors may deny, suspend, or limit telework and/or remote work participation for individual employees on a permanent or temporary basis based on business needs that include, but are not limited to:

- a. Business and/or customer requirements, including appropriate office coverage;
- b. Lack of employee responsiveness/accountability while teleworking and/or working remotely;
- c. Receipt of final disciplinary action (i.e., warning, reprimand, suspension, or removal) within the past calendar year;
- d. Telework has been demonstrated to have resulted in diminished individual, work team, or organizational performance;
- e. Disciplinary action for time and attendance issues and/or AWOL (of less than 5 days) within the past calendar year;
- f. Ineffective supervisory management of subordinate staff. Supervisors should consult with their servicing employee relations specialist when making determinations regarding denial, suspension, or limitation of telework participation.

7.3. When the denial, suspension, or limitation of telework is anticipated to be on a temporary basis, the supervisor, in consultation with their servicing employee relations specialist and the employee, must prepare and document a plan designed to improve the telework-related performance.

7.4. The limitations on eligibility even in emergency or other unforeseen situations set forth in paragraph 6 are not intended to constitute an exhaustive listing of all of the possible reasons for limiting, temporarily suspending, or restricting telework.

8. Recruitment

8.1. All GSA job announcements must indicate whether the position is eligible for telework, based on the criteria in paragraph 3.11. If a position is categorized as “Offsite,” the vacancy announcement must indicate whether the official worksite/duty location is:

- a. Negotiable after the selection (i.e., official worksite/duty location is the residence of the selectee), or
- b. Must be in one of several potential official worksites/duty stations (for example, a regional office city).

If (8.1.b), the potential official worksites/duty stations must be listed in the announcement. The selectee’s worksite/duty location must be one of the listed locations and may not be altered after a selection is made.

8.2. A request by the selected employee to initiate a new remote work agreement at a different official worksite/duty station may not be considered until the employee has been in the position at the original worksite/duty station for a minimum of 90 calendar days.

9. Telework

9.1. General Terms.

- a. Telework is voluntary except in certain emergency situations. Employees are usually not required to telework. An exception to this may be in response to emergency situations as defined in paragraph 3.7 and outlined in paragraph 6.2. Eligible employees (see paragraph 6) may:
 - i. Choose to telework;
 - ii. Decline to telework (except in specific emergency situations);

- iii. Select the appropriate alternative worksite(s) from which to telework in accordance with paragraph 3.2; and
 - iv. Be required to telework in the event of an emergency or other unforeseen situation that prevents access to the agency worksite as outlined in paragraph 6.2.
- b. The appropriateness of telework and the frequency of telework is based upon a mutually agreed upon decision between the supervisor and the employee.
 - c. Telework is work time (i.e., hours of duty) and is not to be used for any purposes other than performance of official duties.
 - d. For covered positions, work must be supervised in accordance with the Fair Labor Standards Act (FLSA).
 - e. Telework hours must be documented correctly, using the appropriate telework code in GSA's electronic time and attendance system. Hours teleworked must be recorded as outlined in the definition of "types of telework" in paragraph 3.16.

9.2. Telework in emergency situations/use of unscheduled telework.

- a. [GSA's Dismissal and Closure Procedures](#) are consistent with OPM's [Governmentwide Dismissal and Closure Procedures](#). Employees are responsible for following the GSA guidance which provides guidance on the following:
 - the use of unscheduled telework;
 - definitions of emergency employees and telework-ready employees;
 - pay and leave information;
 - expectations when Federal offices are open and when Federal offices are closed; and
 - expectations related to dismissal and closure procedures.

- b. Telework-ready employees as defined in paragraph 3.15 are required, when there is an announcement of an operating status under which Federal offices are closed, to telework, take leave or other time off, or reschedule their alternative work schedule, as outlined in the [GSA Dismissal and Closure Procedures](#).
- c. Employees determined to be ineligible (based upon the criteria outlined in paragraph 6.2(i)) may, in emergency or other unforeseen situations, be required to telework to the extent possible without accessing secure materials. This may include other duties as assigned including, but not limited to, self-paced and/or online training.

9.3. Telework Agreement

- a. All employees must have a telework agreement approved through the GSA-approved telework and remote work agreement system before they will be eligible to telework for any reason.
- b. The telework agreement must be approved in the GSA-approved telework and remote work agreement system by the employee's supervisor within 60 calendar days of an employee's entrance on duty.
- c. Telework agreements must reflect the current agreement between the employee and their supervisor.

10. Remote Work

10.1. General Terms

- a. The official worksite/duty station of a remote worker is the appropriate alternative worksite (typically the employee's home), pursuant to paragraph 3.2 and may or may not be within the same region as the agency worksite.
- b. Remote Workers are entitled to travel reimbursement if required to travel to the agency worksite, pursuant to GSA policy, [OAS 5700.1B OAS Temporary Duty \(TDY\) Travel Policy](#).
- c. Remote work must be recorded in GSA's electronic time and attendance system.
- d. Remote Workers are not eligible for participation in GSA's Transit Subsidy Program.

- e. Remote Workers must follow the requirements and the responsibilities in [ADM 2430.1A The U.S. General Services Administration Continuity Program](#) and [ADM 2430.3 The U.S. General Services Administration Emergency Management Program](#) when the GSA Administrator activates the COOP Plan for a continuity event or when an emergency is declared.

10.2. Remote Work Agreement. A remote work agreement and a change in Duty Station PAR are required for all remote work arrangements for more than 120 consecutive days in duration.

10.3. Remote Work Analysis Tool. The Remote Work Analysis Tool (Appendix C) is required when an employee is requesting to work remotely outside of their current locality pay area for a short- or long-term arrangement. Supervisors are responsible for ensuring that the Remote Work Analysis Tool is accurately completed to include:

- a. Reviewing the position categorization to ensure that the duties of this position can successfully be performed offsite.
- b. Ensuring that employees requesting remote work (employees not selected from job announcements that were advertised as remote work) have been in their current position at the advertised agency worksite for a minimum of 90 calendar days prior to consideration of a remote work request.
- c. Determining the direct costs and/or savings of a remote work arrangement as required in the Remote Work Analysis Tool (Appendix 3).
- d. Providing justification for arrangements resulting in direct cost to GSA. Remote work that would result in greater cost to GSA than if the employee were located outside of the current locality pay area must include the organization's justification, demonstrating that the benefits of the agreement to the organization outweigh the direct costs. The justification should include all background information pertinent to the benefits of establishing the remote work, and may reflect:
 - i. Savings in transit subsidy costs (if applicable);
 - ii. Proximity of the official worksite/duty station to customers/necessary work locations;

- iii. Enhancing an organization's ability to recruit or retain talent. Those costs will be reviewed in the same manner as Recruitment, Retention, or Relocation (3R) incentives. Such a justification may include the following:
 - 1. The particular requirements of the position being filed, and how they contribute to difficulty in hiring or retaining quality candidates;
 - 2. Labor market factors that may affect the ability to attract and retain quality candidates at the agency worksite;
 - 3. The potential use of incentives (e.g., 3R incentives) in lieu of a remote work arrangement to address recruitment or retention issues and the costs of such incentives compared to the cost of a remote work arrangement;
 - 4. Negative impact to agency, customers, or business productivity if the position were to become vacant;
 - 5. Support of sustainability program targets or goals;
 - 6. Justification for establishment of remote work arrangements for current employees shall also include:
 - a. The likelihood that the employee will depart the agency (e.g., relocation of spouse, job offer) absent a remote work arrangement; and
 - b. The unique qualifications or positive attributes (e.g., consistently superior performance) of the employee.

10.4. Approval of Remote Work Analysis Tool. All Remote Work Analysis Tools, regardless of the potential financial impact, must be approved by:

- a. The employee's chain of command, defined as the immediate supervisor through Regional Commissioner (RC), or Assistant Commissioner, or equivalent (SES level) in Staff Offices. All requests must be submitted to the servicing HR Director for action (concurrence or denial) by the chain of

command within 20 calendar days of the initial request from the employee for consideration of the remote work arrangement;

- b. The servicing HR Director. Requests approved by the chain of command require action (concurrence or denial) by the servicing HR Director within 7 calendar days of their receipt of the request; and
- c. Requests approved by the servicing HR Director require action (concurrence or denial) of the CHCO or designee(s) within 21 calendar days of their receipt of the request.

10.5. Termination of Remote Work.

- a. Remote work may be terminated if management determines that termination is necessary due to changing business or organizational needs, or other mission/business reasons. In this instance, the affected employee will be offered a position at the same grade and pay in the commuting area of the current official worksite/duty station or will be offered the opportunity to move to the agency worksite.
 - i. If the employee accepts an offer to move, relocation costs will be paid by GSA in accordance with regulation.
 - ii. If the employee declines a suitable position and the offer to move to the agency worksite, management will propose the employee's removal for failure to accept a management- directed reassignment outside the commuting area in accordance with applicable regulations, policies, and collective bargaining agreements. The employee will be entitled to transition assistance in accordance with applicable regulations, policies, and collective bargaining agreements, including the GSA Career Transition Assistance Plan (CTAP). In addition to transition services, CTAP provides selection priority for positions announced within the employee's commuting area, for which the employee applies and is well-qualified.
- b. Remote work may be suspended by management for a limited period to address performance issues. Managers considering suspension of a remote work arrangement will consult with their servicing HR office before taking any action, including determining whether the remote worker will work from the closest GSA office or the agency worksite.

- c. Remote work may be terminated by management at any time when it can be demonstrated that the work arrangement has contributed to performance that falls below the fully successful level, or to misconduct as outlined in [HRM 9751.1A, Maintaining Discipline](#). The policy identifies specific instances of misconduct that require the termination of a telework agreement. Managers who are considering termination of a remote work arrangement will consult with their servicing HR office before taking any action. When the decision is made to terminate the remote work arrangement, the employee will be directed to report to their agency worksite or may be offered a position at the same grade and pay within the commuting area of the employee's current official worksite/duty station.
 - i. If the employee accepts an offer to move to the agency worksite, any relocation expenses will be paid by the employee.
 - ii. If the employee declines to move to the agency worksite, management will propose the employee's removal for failure to accept a management-directed reassignment outside of the commuting area, in accordance with applicable regulations, policies, and collective bargaining agreements. The employee, if eligible, may be entitled to transition assistance in accordance with applicable regulations, policies, and collective bargaining agreements, including the GSA CTAP. CTAP provides selection priority for positions announced within the employee's commuting area, for which the employee applies and is well-qualified. An employee must have a current performance rating of at least fully successful to qualify for the selection priority provisions of CTAP.

11. Domestic Employee Teleworking Overseas (DETO)

11.1. Overview. The Domestic Employees Teleworking Overseas (DETO) arrangement is a workplace flexibility in which GSA will consider sponsored DETO arrangements on a case-by-case basis according to the criteria laid out in this policy.

- a. Sponsored DETO approvals may take upwards of 6 months to a year.
- b. Employees seeking DETO approval should consult with their immediate supervisor immediately upon notice of upcoming overseas tour to allow ample time for processing the request.

11.2. DETO Basics.

- a. DETO arrangements are not an entitlement.
- b. The employees must receive approval of a sponsored DETO agreement from the Department of State prior to working for GSA in the host country and follow the Information Technology policies as indicated in Section 17. GSA employees, who have relocated to the host country with the sponsoring employee prior to GSA and Department of State approval, must use the appropriate leave or leave without pay (LWOP).
- c. The employee's duty station must be temporarily changed to reflect the overseas duty station for the duration of the approved DETO arrangement and documented on a Form SF-50 by the servicing HR Specialist.
- d. The employee is eligible for DETO locality pay as outlined in [Public Law No. 117-81, Section 6202, of December 27, 2021 \(National Defense Authorization Act\)](#).
- e. The employee is ineligible for foreign allowances and post differentials under 5 U.S.C. Chapter 59.
- f. The employee must comply with all Department of State Chief of Mission (COM) authority and security policies and directives.

11.3. Employee Eligibility. GSA will consider the following eligibility factors:

- a. Tenured status and time in Agency service
- b. Job Duties/Mission Needs
- c. Type of Appointment
- d. Performance and Conduct
- e. Cost

11.4. Ineligibility.

- a. Positions ineligible for telework due to onsite work activity and/or handling of classified materials.

- b. Position requirements that conflict or overlap in host country or post affairs.
- c. Unaccompanied posts and most partially unaccompanied posts.
- d. Posts where US employees have been authorized or ordered to depart.

11.5. Responsibilities.

- a. Agency Telework Coordinator will:
 - i. Serve as a point of contact with Department of State and provide advocacy, implementation support, and data collection on implementation of this policy at the agency level;
 - ii. Provide guidance and support to supervisors and employees.
- b. Supervisor will:
 - i. Complete supervisor section of the DETO agreement and approve DETO Agreement;
 - ii. Submit a duty station PAR request once the DETO arrangement is approved by the Department of State;
 - iii. Notify OMA and GSA IT of the effective date of the approved DETO arrangement.
- c. Employee will:
 - i. Provide a copy of the sponsor's orders;
 - ii. Provide required information to supervisor on the DETO arrangement;
 - iii. Immediately notify their supervisor regarding any changes in sponsor's orders which could change DETO arrangement.

11.6. Approvals.

- a. All DETO arrangements must be approved by:

- i. The employee's chain of command, up to the Heads of Services and Staff Offices (HSSOs) or designee.
 - ii. Once approved by the HSSO or designee, the DETO Agreement must be submitted to the Telework and Remote Work Program mailbox at gsatelework@gsa.gov.
 - iii. The final approval is the OCHCO. Once the CHCO approval is received, the DETO Agreement is submitted by the TMO or the Telework Coordinator to the Department of State.
 - iv. Agency approval does not guarantee Department of State approval. Agency approval does not permit the employee to perform work on behalf of the agency.
- b. All DETO arrangements require approval from the Department of State. The Department of State is not obligated to approve DETO arrangements.

11.7. Duration and Termination.

- a. The duration of a sponsored DETO arrangement must be specified on the DETO agreement, and may not exceed the overseas assignment period of the sponsoring employee, nor extend beyond five years, whichever is less. Additional time may be requested by presenting an amended DETO agreement and seeking COM approval in cases where the sponsoring employee has had their posting extended through an amendment of orders.
- b. Supervisors may cancel or amend the DETO arrangement by providing written justification within 2 pay periods notice.
- c. Employees may cancel a DETO arrangement at any time with prior notification to their supervisor of at least 2 pay periods.

12. GSA-Approved Telework and Remote Work Agreements

12.1. The GSA-approved telework and remote work agreement system combines the Telework and Remote Work Agreements into a single agreement that adapts as users respond to questions about their telework situation. Upon approval, the

system will generate copies of the approved Telework Agreement and Remote Work Agreement, as appropriate. The system allows employees to modify and recertify their Telework and Remote Work Agreements.

13. Biennial Recertification of Telework and Remote Work Agreements

13.1. All employees must recertify and/or update telework and remote work agreements through the GSA-approved telework and remote work agreement system on a biennial basis.

13.2. In addition to the biennial recertification, telework and remote work agreements must be updated when an employee changes position, organization, and/or duty station.

14. Continuity Plan and Business Plan

14.1. GSA is fully dedicated to leveraging telework and remote work capabilities to augment, when feasible, continuity of operations and emergency efforts under the Presidential Policy Directive 40 (PPD-40) [Federal Continuity Directives 1](#) and [Federal Continuity 2](#). The use of telework and remote work shall be situation specific in accordance with [ADM 2430.1A The U.S. General Services Administration Continuity Program](#) and [ADM 2430.3 The U.S. General Services Administration Emergency Management Program](#). Due to the nature of GSA's mission, certain functions must be performed in disaster areas or at dedicated continuity facilities.

14.2. The Orders listed in paragraph 14.1 above supersede all other guidance provided within the GSA Telework and Remote Work Policy during any period that GSA is operating under a continuity activation or emergency situation.

15. Safety

15.1. When teleworking or working remotely, the condition, safety, and security of the appropriate alternative worksite are the responsibility of the teleworker or remote worker. Teleworkers and remote workers are strongly encouraged to evaluate the space to ensure that it is safe and appropriate for the intended teleworking activity.

15.2. While in the act of performing official duties at an appropriate alternative worksite, teleworkers and remote workers may, depending on the facts, be covered by the:

- a. Military Personnel and Civilian Employees Claims Act of 1964, as amended (31 U.S.C. 3721);

- b. Federal Tort Claims Act (28 U.S.C. 2671-2680);
- c. Federal Employees' Compensation Act (FECA), 5 U.S.C. Chapter 81.

16. Reasonable Accommodation

16.1. Based on the situation, the agency may determine that telework or remote work is an appropriate reasonable accommodation to address an employee's work limitation(s). Employees seeking a reasonable accommodation are required to follow procedures outlined in GSA policy, [HRM 2300.1 CHGE 3 Policy and Procedures for Providing Reasonable Accommodation for Individuals with Disabilities](#).

17. Information Technology (IT)

17.1. Reference [OAS 9900.1A, Government Furnished Information Technology \(IT\) Equipment for Use Outside GSA Agency Worksites](#), regarding issuance of government equipment for telework and remote work purposes.

17.2. GSA employees are accountable for completing their Annual Security Awareness Training which includes training on how to report a security incident to the GSA Service Desk.

17.3. Employees have a continuing responsibility to safeguard Government property and are responsible for the care, security, and effective utilization of the Government property, including computers and related equipment they use to perform official duties (see 5 C.F.R. §§ 2635.101(b)(9) and 2635.704(a)).

17.4. The Office of GSA IT Local Support will not provide equipment installation outside an agency worksite. Teleworkers will be provided with installation instructions and all required software will be installed at an agency worksite (or by remote control) by GSA IT Local Support. If additional maintenance or repair is required, the teleworker may be required to:

- a. Bring the GSA-provided equipment to an agency worksite; or
- b. Ship the product as directed by the GSA IT Service Desk to a location where an IT technician can provide complete support for the device.

17.5. Issuance of equipment such as cellular phones, smartphones, or other mobile devices is based on job requirements. Employees whose jobs require such equipment must request it through a GSA Service Catalog request.

17.6. Employees may use non-GSA provided computers and peripherals (printers, etc.) subject to the restrictions in CIO Order 2100.1P and the information provided on the GSA InSite Telework Technology Tips page. Employees using non-GSA provided equipment are responsible for its service and maintenance. The IT Service Desk will provide only basic connectivity support and will not troubleshoot or repair non-GSA provided equipment.

17.7. Employees may request that printer driver software be installed on their GSA laptop via a Service Desk ticket to enable them to use non-GSA provided printers while teleworking or working remotely.

17.8. Network communication lines for teleworkers and remote workers:

- a. Teleworkers and remote workers whose positions require access to GSA electronic files or business applications are expected to personally provide internet service at the appropriate alternative worksite.
- b. If high-speed internet service is not available at the appropriate alternative worksite, and lack of availability would adversely affect the employee's ability to perform the job, telework will not be an option unless and until high-speed internet service or an appropriate alternative can be identified in coordination with the supervisor and local IT manager.
- c. "Tethering" (connecting a computer to a cell phone to access the internet using the cellular network) is acceptable on an occasional, ad-hoc basis, but not as a daily/regular means of accessing the internet.

17.9. IT security requirements:

- a. IT security requirements defined in [GSA Orders CIO 2100.1P GSA IT Security Policy](#), [CIO 2104.1B CHGE 2 GSA Information Technology \(IT\) General Rules of Behavior](#), and [CIO 2100.2C GSA Wireless Local Area Network \(WLAN\) Security](#) apply to telework or remote work. Teleworkers and remote workers are responsible for complying with these policies, regardless of where this equipment is used, including appropriate alternative worksites.

- b. Any GSA-provided IT device or electronic media discovered lost or stolen must be immediately reported to the GSA IT Service Desk as outlined in [GSA Orders CIO 2100.1P GSA IT Security Policy](#).
- c. Remote access to the GSA domain must be restricted to secure methods using approved identification and authentication methods to provide detection of intrusion attempts and protection against unauthorized access.

18. Evaluation and Recordkeeping

18.1. OHRM will provide updates from appropriate GSA tracking tools as appropriate reflecting approved and pending telework and remote work agreements.

18.2. OHRM will prepare and submit annual reports to OPM regarding telework as required.

18.3. OHRM will conduct periodic accountability reviews of telework and remote work to analyze use, policy compliance, and the degree to which telework and remote work are supporting agency requirements.

18.4. OHRM will maintain all telework and remote work data and records.

19. Appendix

1. [Telework Agreement](#)
2. [Remote Work Agreement](#)
3. [Remote Work Analysis Tool](#)