



Title: Telecommuting Program

Number: HR-2.15

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Revision: 6

Effective Date: 11/13/2020

Approved by:

Fred Millen, HR Director

Applicable to:

APSC Employees

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1.0 Purpose

To define Alyeska’s occasional/temporary Telecommuting Program and the rules and guidelines under which it operates. This procedure applies to all Alyeska employees whose work is suitable for telecommuting, as determined by the employee’s supervisor, and based on business needs. This program is designed for use within the State of Alaska only. Any exception to this procedure requires a case by case review by Employee Relations and approval by the Sr. HR Representative.

2.0 Accountable Resources

Sr. HR Representative: The Sr. HR Representative is accountable for reviewing and approving exceptions to the Telecommuting Agreements.

Managers/Supervisors: Managers and supervisors are accountable for the administration of the Telecommuting Program within their workgroup/department. This includes identifying positions appropriate for telecommuting, approving telecommuting requests and agreements, budgeting necessary resources, and ensuring compliance with all applicable policies, and procedures. As with non-telecommute employees, managers and supervisors are accountable for monitoring the employee’s performance and addressing all issues related to the work arrangement.

HR Generalists: HR Generalists are accountable for assisting managers and supervisors with the implementation and interpretation of the Telecommuting Program.

IT Department: The IT Department is accountable for providing assistance to managers and supervisors in assessing computer equipment needs, providing oversight and support regarding

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equipment, and other information and/or potential technology needs associated with telecommuting. The IT department is also accountable to ensure all software installed for the telecommuter is in accordance with software copyright laws, assisting with the procurement, installation, and maintenance of appropriate data communications equipment, software, and services for the telecommuting workplace.

Occupational Health Unit (OHU): OHU is accountable for validating the Telecommuting Self-Certification Safety Checklist, as well as determining a telecommute schedule if needed, as related to an employee being medically case managed.

Alyeska Employees: Alyeska employees participating in the Telecommuting Program are accountable for abiding by the provisions of the Telecommuting Program and those outlined in their Telecommuting Agreement. Telecommuters are accountable for establishing and maintaining a telecommuting workplace that is clean, safe, and free from hazards and self-certifying their telecommuting workplace complies with identified safety requirements. Telecommuters must also promptly report any issues or concerns to their supervisor or HR Generalist. Any work-related injury/illness near losses and losses must be reported per Alyeska's requirements.

3.0 References

TAPS Policies and Code of Conduct (POL-001)
TAPS Safety Manual (SA-38)

4.0 Procedure

A. DEFINITION AND ELIGIBILITY

Telecommuting as defined for the purposes of use by Alyeska employees is a mutually agreed upon work option in which the employee (telecommuter) works from a telecommuting workplace in Alaska either on an occasional or temporary basis that may include a full or partial week schedule (schedule should average 20% working time spent on site, in the office). The telecommuter is connected to the office by all or some of the following; computer, telephone, and/or fax. The workspace adheres and is maintained to Alyeska's Telecommuting Self-Certification Safety Checklist.

To be eligible for Alyeska's Telecommuting Program, an employee must meet all the following criteria:

1. An agreed upon trial period to determine if the telecommute will be successful and/or meeting business needs, or OHU approves a short duration telecommute schedule based on medical needs.
2. Have the approval/support of the supervisor and manager.
3. Have performance appraisal documents that clearly demonstrate the employee is meeting performance expectations and maintains the expected level of performance for the duration of the telecommute schedule.
4. The employee must also have:
 - (a) the ability to work well alone;
 - (b) the ability to be well-organized, self-motivated and adaptable;
 - (c) the ability to be results-oriented and customer-focused;
 - (d) a high comfort level with technology;
 - (e) the ability to be a good communicator;
 - (f) experience and knowledge of the organization's practices; and
 - (g) current success in the job to be teleworked.
5. Have an approved Telecommuting Agreement that details the specifics of the telecommuting arrangement (i.e., work schedule, assignments, evaluations, etc.).

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6. Have completed a Telecommuting Self-Certification Safety Checklist documenting the workspace at the telecommuting workplace meets the Company's standards for workplace safety and ergonomics.
7. Comply with this procedure, the Telecommuting Agreement, Alyeska's HR Operating Procedures, OHU Operating Procedures, Quality Program, TAPS Policies and Code of Conduct, Safety Program, and all other relevant Company policies, procedures, and workplace expectations.

B. TELECOMMUTE REQUEST

Participation in Alyeska's Telecommuting Program is voluntary and requires supervisor and manager approval.

Employees interested in participating in the Program must submit a written telecommuting request to their immediate supervisor. The request should address, at a minimum, the following:

- Business case for telecommuting arrangement
- Proposed timeline (start/end date) and work schedule (for both telecommuting and in office days/hours)
- Proposed work assignments specifically targeted for telecommuting
- Required equipment to successfully perform telecommute assignments

C. APPROVAL

Approving a telecommuting request is a management decision; telecommuting is not a universal employee benefit. Telecommuting is not suited for all jobs; the supervisor and manager will determine whether the job is appropriate for telecommuting. As with any work schedule, temporary telecommuting assignments or changes in work schedules may be made at management's discretion to meet management needs or to accommodate an employee's request.

Telecommuting opportunities are based upon program requirements as determined by management. Therefore, employees previously participating in a Telecommuting Agreement are not assured of a similar arrangement in the future.

1. Position Profile

Alyeska managers/supervisors determine whether a position is viable for the Telecommuting Program. This decision will be based on criteria such as, employee performance, tasks that do not require specialized equipment, work that can be done alone and work duties that can be handled at any location.

Positions best suited for Alyeska's Telecommuting Program have the following characteristics:

- Lower face-to-face communication requirements (communication can be handled over the telephone, voicemail, or email)
- Individual contributor position within a workgroup or department
- Objectives with identifiable time frames and check points
- Clearly defined tasks that result in specific, measurable work product(s)
- Minimal requirements for equipment and/or resources

2. Employee Profile

Alyeska managers/supervisors determine whether an employee is eligible for the Telecommuting Program (see A. DEFINITION AND ELIGIBILITY). This decision will be based on criteria such as employee performance, tasks that do not require specialized equipment, work that can be done alone and work duties that can be handled at any location.

Employees best suited for Alyeska's Telecommuting Program have the following characteristics:

- Meeting performance expectations

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- Works productively on their own
- Self-motivated and flexible
- Understands the operations of his/her department and the role of his/her position
- Excellent communication skills

3. Work Schedule

Telecommute timeframe and schedules are discretionary and require management approval. Any schedule may be approved if it is consistent with the requirements of the employee's workgroup/department, Telecommuters should spend a minimum of the equivalent of one (1) day per week or what is determined by the supervisor based on business need in the main office. A telecommuter must forgo telecommuting if needed in the office on a regularly scheduled telecommute day.

The employee's supervisor reviews the telecommuting request and determines whether it is acceptable. If it is, the employee forwards the request to the appropriate HR Generalist for further review and documentation. Once approved, the employee and supervisor draft a Telecommuting Agreement, *Form 10720*.

D. REVIEW AND EVALUATION

Telecommuters are subject to the same review and evaluation processes as those employees who do not telecommute. The method of monitoring and evaluating performance will rely more heavily on work results than direct observation.

E. TERMINATION

Upon termination of the Telecommuting Agreement and/or Program, the employee is accountable for providing reasonable access for the retrieval of any Company provided equipment and resources.

1. Telecommuting Program

Alyeska may terminate the Telecommuting Program for any reason, at any time.

2. Telecommuting Agreement

- a. Because participation in the Telecommuting Program is a bilateral voluntary agreement, management may terminate an individual employee's participation in the program at any time, with or without advance written notice.
- b. The employee may also request to terminate participation at any time. Management will arrange for the employee to begin working at the employee's usual and customary Company work address as quickly as possible.

F. TELECOMMUTING AGREEMENT

Each telecommuter and the supervisor must agree to and sign a Telecommuting Agreement. This document details the telecommute arrangement and should address, at least, the following:

- Duration of telecommute arrangement (start and anticipated duration)
- Specific work location and hours (for both telecommute days and office days)
- Work assignments appropriate for telecommuting
- Amount and type of communication with office
- Frequency and type of performance expectations reviews
- Reimbursable expenses and reimbursement procedure
- Equipment and supplies to be provided by the Company
- Workspace set-up (in accordance with an ergonomic evaluation)
- Safety issues and accountability for injuries

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- Telecommuter's Safety Certification Checklist indicating the telecommuting workplace complies with health and safety requirements
- Security and privacy
- Termination requirement of the telecommuting agreement

Telecommuting agreements should be reviewed and updated as necessary but at least as often as performance is formally reviewed. Telecommuting Agreements can be terminated in the sole discretion of Alyeska at any time.

G. COMPENSATION AND BENEFITS

Participation in the Telecommuting Program changes the location where work is performed. It does not change the employee's basic terms and conditions of employment with the Company. Telecommuters' compensation and benefits shall be maintained according to Alyeska's guidelines and plans. This may include such benefits and/or pay as relocation, service awards, salary adjustments, bonus, and/or Hardship programs.

This program is designed for use within the *State of Alaska only*. Any exception to this procedure requires approval by the Sr. HR Representative.

H. EQUIPMENT

Alyeska-provided equipment at the telecommuting workplace is not an entitlement of the Telecommuting Program. Telecommuters may request company provided office equipment; however, there is no guarantee this equipment will be supplied. Telecommuters should have office equipment available for use. If company equipment is furnished, Alyeska retains ownership and title for all Alyeska-provided equipment, software, and materials.

Depending on the position, equipment needs may vary. Alyeska may determine and provide for equipment that is reasonably necessary to perform duties at the telecommuting location. Office supplies deemed necessary to complete work may be obtained from Alyeska' Office location(s)

Office supplies will be provided by the Company and should be obtained during the telecommuter's in-office work period. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed.

Alyeska will not pay for the following types of expenses:

- Usage fees for privately owned computers, telephones, etc.
- Utility costs associated with the use of the computer or occupation of the telecommuting workplace
- Rent, insurance or taxes associated with the telecommute office space
- Travel to and from the employee's usual and customary Company work address.

Costs not specifically outlined above will be handled on a case-by-case basis by the employee and supervisor.

I. EMPLOYEE TELECOMMUTING WORKPLACE

The opportunity to participate in Alyeska's Telecommuting Program is offered with the understanding it is the accountability of the employee to ensure that a safe and productive work environment is maintained (e.g. dependent care arrangements are made so as not to interfere with the work, personal disruptions such as non-business telephone calls and visitors are kept to a minimum, and the area is kept free of hazards, etc.). Failure to maintain a proper work environment, as determined by management, provides cause for an employee's immediate removal from the Program.

The employee is accountable for identifying a workspace in his or her telecommuting workplace in which to conduct Alyeska business in compliance with the Telecommuting Program. A dedicated workspace is

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highly recommended. If the employee elects to remodel his or her telecommuting workplace to create a dedicated workspace, the cost of the remodel is the employee's accountability and it will not be reimbursable by the Company.

1. Ergonomics

Prior to telecommuting, the employee should contact OHU and request a copy of their ergonomic evaluation that was performed for their usual workspace and should then establish a telecommuting workplace to comply with the evaluation. The same ergonomic considerations will apply to a telecommuter's telecommuting workplace as apply to offices in the Company facilities (contact OHU for further information).

2. On-Site Inspections

To ensure safe working conditions exist, the Company or its designee reserves the right to conduct visits to the employee's telecommuting workplace office with 24-hour notice for the purpose of determining it is in compliance with health and safety requirements. Alyeska may deny an employee the opportunity to telecommute or may rescind a Telecommuting Agreement based on safety of the telecommuting workplace or suspected hazardous materials in the telecommuting workplace.

3. Safety and Accountability

The employee is accountable for maintaining his/her telecommuting workplace in a safe condition: free of hazardous materials, wiring and gas lines should be up to the local building codes, and the structure should be safe.

Alyeska does not assume responsibility for injury to any persons other than the telecommuter at the designated telecommuting workplace and only during their designated/documented work time. The employee remains liable for injuries to third parties and/or members of the employee's family on the employee's premises.

The telecommuter is accountable for ensuring the telecommuting workplace complies with health and safety requirements and certifying as part of their Telecommuting Agreement. Alyeska does not assume any liability for loss, damage, or wear of employee-owned equipment, furniture, or personal or real property.

4. Workers' Compensation/OSHA

If an employee incurs a work-related injury while telecommuting, employees must notify their supervisor immediately and complete all necessary documents regarding the injury/illness.

5. Security

Information is a valuable Alyeska asset and must be protected from unauthorized, incorrect, or accidental access, use, modification, destruction, or disclosure. Telecommuters are accountable for securing information by taking reasonable and prudent measures to safeguard information on a routine basis. Information will be protected by the employee in a manner consistent with its value, in all forms (e.g., written, oral, video, computer, etc.) throughout its life cycle. Telecommuters must request approval prior to taking sensitive or confidential information from the employee's usual and customary Company work address to the telecommuting workplace. Telecommuters shall refer to IT-230 Alyeska Pipeline Service Company Information Technology Asset Management (ITAM) Operations Manual, 156-4.04 Computer Software Registration Process & IT-220 Computer Usage Policies and Standards.

6. Business Meetings

The telecommuter will not hold in-person Alyeska-related business meetings with clients, customers, professional colleagues, and/or the public at his or her telecommuting workplace.

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5.0 Records

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| <p>Telecommuting Request (email from employee to supervisor) Form 10720 Telecommuting Agreement Form 10725 Telecommuting Self-Certification Safety Checklist</p> | <p>All records generated as a result of this document will be retained in accordance with applicable CW-200, Records Retention Schedule.</p> <p>Specifically, the employee's Telecommuting Agreement and required attachments are to be retained for three years in the employee's local file maintained by the supervisor. A .pdf copy is to be provided to HR for addition to the applicable folder at G:\General.</p> |
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6.0 Revision History

| Approved by: Fred Millen, HR Director | | |
|---------------------------------------|------------|---|
| Revision | Date | Revision Summary |
| 06 | 11/13/2020 | Change to language in section H. Equipment removes specific costs that provided. |
| 05 | 11/20/2019 | Full review performed with minor clarifications and edits to include reflecting changes to IT procedure references. |
| 04 | 11/09/2018 | Updated POL-001 to reflect new title of TAPS Policies and Code of Conduct. |
| 03 | 07/12/2018 | Change to the duration of a telecommuting agreement, minor edits throughout the procedure, and formatting modifications. |
| 02 | 12/29/2016 | Inserted language to confirm that the Telecommuting Program is designed for locations within the State of Alaska. Updated language to correlate with the Telecommuting Agreement. |
| 01 | 2/26/2013 | Complete review of procedure conducted. Minor content changes to reflect current programs/procedures (e.g. H/COL changed to Hardship). Updated overall format to align with new TAPS Docs layout. Added Revision History. |
| 00 | 05/14/2007 | Initial procedure |

7.0 Attachments

None