



1. PREAMBLE

Telework is an agreement whereby an employee is authorized to work away from the workplace, most often at home, using information technology and communications without affecting his work performance. It specifies the nature of the privileges granted, the conditions of eligibility, the roles and responsibilities, and the rules and measures to be observed.

Telework is not a right; it is a privilege that the City may suspend temporarily or permanently.

The hybrid model of work organization is preferred and its organization is done according to the operational needs defined by the immediate manager and validated by the Department director.

2. DEFINITION

These definitions are applicable only for the purposes of this policy.

2.1. Employee

The term “employee” includes any individual who performs work with or without pay for the City.

2.2 Manager

The term “manager” defines the employee's supervisor, regardless of the hierarchical rank.

3. OBJECTIVES

In order to ensure that telework is carried out in accordance with performance objectives and sound management, the purpose of this policy is to impose a frame of reference on employees who perform certain professional activities while teleworking and on managers who must supervise the work of these employees.

Guidelines

3.1 Telework is optional. It is a privilege for an employee, not a right.

3.2 Telework must not be detrimental to the efficiency of the organization or to other staff members.

3.3 An employee cannot be required to telework, it is a joint agreement.

3.4 An employee who wishes to telework must request prior authorization from his immediate supervisor who, at his discretion, will accept or refuse the employee's request.

3.5 When the request is accepted, the employee and his immediate supervisor must agree on the terms of the telework and sign an agreement to this effect.



4. DECISION CRITERIA

Before authorizing an employee to telework, the manager must analyze each request and ensure that the following conditions apply:

- 4.1** The nature of the work to be performed must be operationally feasible; check if the use of resources is only available at the workplace (e.g. files, high speed internet access, equipment, tools, etc.).
- 4.2** The work to be done and the deliverables can be easily measured and verified remotely.
- 4.3** The employee is able to provide the same level of customer service at a distance.
- 4.4** The employee has the equipment, supplies and tools related to the technologies required for telework; the employer will not assume any costs associated with the subscription to a high-speed Internet connection or to adequate telephone service, including voice mail.
- 4.5** There are no repercussions or harm to colleagues, clients, citizens, and other collaborators.
- 4.6** The employee maintains an adequate level of performance.
- 4.7** The employee is able to provide quality work independently.
- 4.8** The telework location meets occupational health and safety criteria and the "Safe and Appropriate Home Office Design Questionnaire" has been completed by the employee; the employer will not incur any costs associated with upgrading the telework location to meet health and safety provisions.
- 4.9** The employee has consulted the documentation related to cybersecurity.

5. TERMS AND CONDITIONS OF APPLICATION

5.1. Workplace and equipment

The preferred remote work location must be the employee's home and it must be possible to travel to the work location within a reasonable time on the same day, if necessary.

The employee must have a dedicated telework space at home. The employer will have access to this work space, with the employee's permission, in order to verify the security of the premises after giving the employee a 24-hour notice.



The employee must ensure that he has the necessary equipment to perform his duties. The City provides a laptop computer, but it is the employee's responsibility to have the necessary equipment, an ergonomic workspace with adequate lighting. No costs other than a laptop computer are covered by the City.

5.2. Work schedule

Unless otherwise agreed with the employee's immediate manager, the employee must respect the normal work schedule. Telework does not change the number of regular hours.

5.3. Absence, leave and overtime

The usual rules regarding notification and authorization continue to apply to absences, leave, and overtime.

5.4. Communications with the employee

During normal working hours, the teleworking employee must be reachable by his immediate supervisor, co-workers, and third parties through the same means of communication (telephone, email, online meeting, etc.).

He must notify his manager if he needs to leave the telework location during work hours and communicate the means and time frame for responding to requests. He must be available to attend meetings at the workplace or through an appropriate technology application, including unscheduled meetings.

Finally, he must inform his manager as soon as any breakdown occurs at his home or at his teleworkplace and must go to the workplace as soon as possible.

5.5. Performance management

The work objectives, the expected results and the deadlines are the same as if the employee was working at the workplace.

5.6. Security of information and protection of confidential information

The teleworking employee must not compromise the integrity of the employer's data and information. He must take the necessary steps to ensure the confidentiality of the information in his possession. It is the employee's responsibility to lock his access and never carry printed material containing information of this nature.



5.7. Health and safety at work

As the *Occupational Health and Safety Act* applies to telework, the employee must participate with the employer in the identification and elimination of occupational injury and health hazards at the telework location.

The employee must therefore take the necessary measures to protect his health and physical integrity. He must also report to the employer any work-related injury as soon as possible. In this case, the employer will have access to the workplace for investigation purposes.

6. NON-COMPLIANCE WITH THE POLICY

The immediate supervisor may terminate telework when it is determined that the employee is not in compliance with this policy. When circumstances require it, disciplinary or administrative measures may also be imposed on the employee.

7. ROLE AND RESPONSIBILITIES

Responsibilities of the Director General

The Director General is responsible for taking the necessary actions to publicize, authorize, distribute, have reviewed, and enforce the Policy.

Responsibilities of the Human Resources Department

The Human Resources Department is responsible for the creation, implementation, application, monitoring, evaluation, and interpretation of this Policy.

Responsibilities of Department Directors and Managers

Directors and managers must manage telework requests according to operational requirements. They must define and follow up on the projects and any tasks of the teleworking employee, identify the documents that cannot be removed from the workplace, and ensure compliance with this guideline and the applicable agreements.

Responsibilities of employees

The employee must identify the primary work location for telework and notify the manager of any changes. He must provide a work performance that meets the following requirements: they must be at least those applicable before the implementation of telework. He must be reachable at all times during the established telework period. He must report to the workplace at the request of his manager and according to his established schedule. He shall use the City-owned electronic equipment and network in accordance with the applicable guidelines. He must maintain a work environment that promotes concentration and not have one or more persons in his care requiring supervision during working hours.



8. REVIEW

This Policy will be reviewed periodically or as needed by the Human Resources Department.

DISTRIBUTION

Municipal Officials
Professional employees
Management employees

DATE OF ENTRY INTO FORCE

April 7, 2022

Director General

NB: In order to lighten the text, the masculine pronoun is used without discrimination.



Telework Agreement

Any employee who wishes to benefit from telework must read the directive and agree to act in accordance with it.

I declare that I have read the telework policy. I acknowledge that I understand the meaning and scope of the policy and that I adhere to the principles and values mentioned in it. I agree to assume all the duties, obligations, and rules listed in this policy.

Name of employee – print form

Signature

Date

Name of the manager – print form

Signature

Date