

AWA – Telework Process Q/A

Prior to the pandemic, employees working in a remote or hybrid scenario was rare. With the Next Normal, it's much more common. This Q/A is designed to help supervisors* to manage employees' remote or hybrid work arrangements. When reviewing this information, remember that we have never done this before. This will be an ongoing and iterative process. We will learn and adjust as we go to create the best possible working environment to serve the public and support each other.

Q	How many work scenarios are there?
A	<p>There are three:</p> <p>Remote = Regularly works at a remote location that is not at a City workplace (i.e. working from home and not in a City office, in the field, or representing the City within the community.)</p> <p>Hybrid = Regularly spends some time working in a City workplace and some time remotely. Work with management on your arrangement.</p> <p>Workplace = Regularly works in a City workplace.</p>
Q	If employees request the hybrid option, how will I know how much they'd like to work remotely?
A	When making their AWA telework request employees will be prompted to indicate approximately how many days a week they are requesting to work remotely. They will enter 1, 2, 3, or 4. This information will ultimately be stored in the employee record on COMET-HR.
Q	If employees filled out the old AWA form (late 2021) where there more hybrid options, do they need to fill out the new AWA form?
A	<p>No. The old forms will be honored. Ultimately, information from those forms will be reflected in COMET-HR.</p> <p>Hybrid I = 4 days working remotely Hybrid II = 3 days working remotely Hybrid III = 2 days working remotely</p> <p>Remember that these figures are <i>approximate</i>. It's important for you to clarify how much and what days/times of the week the employee will be working remotely.</p>
Q	Once approved, what serves as the official AWA documentation of the approved work scenario?
A	The most recently approved AWA agreement serves as the official documentation. This form can be viewed by the employee and the approver in CityLife. In late February or early March, COMET-HR will also reflect the most recently approved arrangement.
Q	If my employee changed their mind after submitting the form or made a mistake on the form, can they revise their form?
A	No. they can't revise an existing AWA form. In this case, reject the first request and ask the employee to complete a new form. The most recently submitted and/or approved form is considered the most accurate request.
Q	Is there an expectation that we review every telework arrangements periodically?
A	<p>Yes. As a supervisor, you're expected to review the AWA-Telework agreement at least annually. Use the workplace scenario assessment job aid for guidance.</p> <p>Once a year, you'll receive an AWA form with information from the current form populated on it for each employee with a remote or hybrid work arrangement. You may review the arrangement more frequently if you'd like, but CityLife only supports an annual reminder.</p>
Q	After reviewing the telework arrangement, what options do I have?
A	<p>There will be three options:</p> <ul style="list-style-type: none"> • You can <i>extend</i> the arrangement "as is" by approving the request in CityLife. • You can <i>reject</i> the arrangement "as is" by rejecting the request in CityLife. • You can <i>revise</i> the work arrangement – i.e. change the arrangement from remote to hybrid, or hybrid to remote, and approve the form after making that change. Again, make sure to give the employee at least 15 days' notice –

	<p>more if possible – especially if you’re changing the arrangement to one that requires more time working in a City workplace.</p> <p>NOTE: The process for notifying the employee of the managers’ action taken is to be determined.</p>
Q	Can I decided to do my first review prior to one year from its start date?
A	Yes. Let the employee know when you’d will be doing the first review. They can enter that date into the AWA form. If they don’t enter a date, you’ll receive a reminder about one-year from that date.
Q	The old AWA request form doesn’t have a review date. Will I get an automatic reminder to review the arrangement?
A	<p>Yes. Here’s how that will work:</p> <ul style="list-style-type: none"> • If a date was entered in the “How long is the alternative work arrangement expected to last?” you will get a review reminder about two weeks prior to the date entered. • If no date was entered, you will get a reminder at approximately one-year anniversary of the request for the arrangement.
Q	How do I discontinue a telework arrangement outside of the periodic review?
A	This process is to be determined. In the meantime, connect with your HRBP.
Q	How can an employee request another telework arrangement – i.e. from remote to hybrid, or hybrid to remote?
A	Ask the employee to fill out a new AWA form.
Q	When I hire a new employee who will be working remotely or hybrid, do we need an AWA form completed?
A	Yes, please have the employee fill out a form, or fill out the form on the employee’s behalf. This will ensure that the arrangement has been formally approved and that the information is captured in COMET-HR.
Q	Do temporary employees need to fill out a form?
A	Yes

*In this document, “supervisors” is defined as anyone who has people reporting to them.