

REMOTE WORK PROGRAM



COMDTINST 5330.11

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COMMANDANT INSTRUCTION 5330.11

Subj: REMOTE WORK PROGRAM

- Ref:
- (a) Office of Management and Budget (OMB) Memorandum M-21-25, Integrating Planning for A Safe Increased Return of Federal Employees and Contractors to Physical Workplaces with Post-Reentry Personnel Policies and Work Environment, dated June 10, 2021.
 - (b) Office of Personnel Management (OPM) Guide to Telework and Remote Work in the Federal Government, dated November 12, 2021
 - (c) DHS Office of the Chief Human Capital Officer Compensation Guidance CG-2-2021, Remote Work, dated July 15, 2021
 - (d) Coast Guard Telework Program, COMDTINST 5330.4 (series)
 - (e) Determining an Employee's Official Worksite, 5 CFR § 531.605
 - (f) Alternative Work Schedules (AWS) for Coast Guard Civilian and Military Members, COMDTINST 5330.10 (series)
 - (g) Civilian Personnel Actions: Disciplinary, Adverse and Performance Based Actions, COMDTINST M12750.4 (series)
 - (h) Administrative Grievance Procedure, COMDTINST 12771.1 (series)
 - (i) Standards of Ethical Conduct, COMDTINST M5370.8 (series)
 - (j) U.S. Coast Guard Cybersecurity Policy, COMDTINST 5500.13 (series)
 - (k) Coast Guard Shore Facilities Standards Manual, COMDTINST M11012.9 (series)
 - (l) U.S. Coast Guard Civil Rights Manual, COMDTINST M5350.4 (series)

1. **PURPOSE.** Commandant Instruction 5330.11 establishes the Coast Guard's remote work policy for eligible civilian employees and military members. Current and newly hired civilian employees in eligible positions may be authorized to work remotely, in or outside the local commuting area of their respective work unit, on a temporary or a long-term basis. Military members may be eligible for remote work in certain circumstances when approved by the first Flag Officer or Senior Executive Service (SES) member in the chain of command as outlined in paragraph 18. References (a) through (j) provide the legal authorities and security protocols to leverage technological advancements necessary to implement this Instruction. When applied strategically, remote work can provide the Coast Guard with a competitive advantage in recruiting new talent and help prevent the loss of valued employees who live in a location distant from the agency worksite for personal reasons.
2. **ACTION.** All Coast Guard unit commanders, commanding officers, officers-in-charge, deputy/assistant commandants, technical authorities and chiefs of headquarters staff elements shall comply with the provisions of this Instruction.

3. AUTHORIZED RELEASE. Internet release is authorized.
4. DIRECTIVES AFFECTED. This Instruction does not supersede Reference (d) or other federal statutes, regulations, ordinances or rules.
5. BACKGROUND. Workplace flexibilities such as remote work allow the Coast Guard and its workforce to remain flexible, resilient and ready to continue its critical work on behalf of the public, no matter the challenge. Remote work is a human capital tool that can serve to promote effective mission delivery and help attract, recruit and retain a diverse workforce; it is not an employee right or entitlement. Remote work arrangements should be used when they support Coast Guard operations and must not adversely affect organizational missions and functions (e.g., result in a decrease in performance and/or productivity, higher costs, etc.). Remote work, as used in this Instruction is defined in accordance with References (a) and (b).
6. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance for Coast Guard personnel and is not intended to nor does it impose legally binding requirements on any party outside the Coast Guard, except for those employees on external details.
7. SCOPE AND AUTHORITIES.
 - a. This Instruction applies to full and part-time, civilian employees meeting the definition of “employee” as defined in 5 U.S.C. § 2105 (Covered Employees) and to military members where indicated. For bargaining unit employees, where this Instruction conflicts with a negotiated agreement, the negotiated agreement prevails.
 - b. Non-appropriated fund (NAF) civilian employees are not covered by this Instruction. Questions regarding remote work for NAF employees should be directed to the Community Services Command (CG-CSC).
 - c. Alternate worksites under this Instruction include the United States, the District of Columbia, U.S. Territories, and tribal and foreign areas. Remote work in foreign areas must be done in accordance with the procedures outlined in Paragraph 14.b.(5) below. Telecommunications infrastructure at the alternate worksite must be adequate to support remote work.
 - d. Technical authority for a program line of business may provide guidance to establish the remote work approach for personnel to address consistency of application in conjunction with applicable labor-management considerations.
 - e. Commands may include or exclude selected units or categories of civilian employees or positions to meet organizational goals, missions, or needs, consistent with merit principles and labor-management considerations.
8. IMPACT ASSESSMENT. This Instruction is not expected to have any impact on existing operations. No additional resources are necessary to carry out this tasking.

9. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. The Office of Environmental Management, Commandant (CG-47) reviewed this Commandant Instruction and the general policies contained within and determined that this policy falls under the Department of Homeland Security (DHS) categorical exclusion A3. This Commandant Instruction will not result in any substantial change to existing environmental conditions or violation of any applicable federal, state, or local laws relating to the protection of the environment. It is the responsibility of the action proponent to evaluate all future specific actions resulting from this policy for compliance with the National Environmental Policy Act (NEPA), other applicable environmental requirements, and the U.S. Coast Guard Environmental Planning Policy, COMDTINST 5090.1 (series).
10. DISTRIBUTION. No paper distribution will be made of this Instruction. An electronic version will be located in the Coast Guard Directives System Library internally, and if applicable on the Internet at www.dcms.uscg.mil/directives.
11. RECORDS MANAGEMENT CONSIDERATIONS. Records created as a result of this Instruction, regardless of format or media, must be maintained and dispositioned in accordance with the records retention schedules located on the Coast Guard Records Resource Center SharePoint site: <https://cg.portal.uscg.mil/units/cg61/CG611/SitePages/Home.aspx>.
12. POLICY DISCUSSION. Supervisors should balance the benefits of recruitment, retention, innovation, and flexibility with mission completeness, collaboration, cost, and equity when determining whether to implement remote work in accordance with this Instruction. Benefits and considerations for remote work policy are discussed below.
- a. Benefits. Remote work offers the Coast Guard and its civilian employees potential benefits such as:
- (1) Retention of highly talented employees who reside outside of their unit's geographic location.
 - (2) Recruitment of employees outside the work unit's geographic location who possess specialized skills.
 - (3) Agency cost savings related to transit subsidy benefits, locality pay, real estate, and other facility expenses, paired with employee cost savings related to commuting and local cost of living expenses.
 - (4) Increased employee productivity and engagement, and greater ability to support continuity of operations.
 - (5) More attractive job opportunities for individuals with mobility-related or other qualifying disabilities.
- b. Considerations. Supervisors must also consider the following associated with remote work, including:

- (1) Need to adjust methods of communication to ensure frequent and productive engagement with all employees across hybrid (on-site and remote) work environments.
 - (2) Level and frequency of supervisor and employee opportunities to engage in and have valuable social interaction, relationship building, and serendipitous exchanges about work when employees work in hybrid environment.
 - (3) Employee responsibility to sustain quality customer service (e.g., accessibility, attentiveness, availability, responsiveness).
 - (4) Supervisor responsibility to equitably distribute work among remote, telework and on-site employees.
 - (5) Additional travel costs when the employee is expected to report to the agency worksite.
- c. Planning. Remote work arrangements require intention, thought, and planning by supervisors authorized to approve remote work. The arrangements raise various logistical and policy issues, including reassignment of official worksite, locality pay, and reimbursement for travel. Supervisors must deliberately evaluate and consider requests for remote work, especially those submitted solely for the convenience of the employee, on a case-by-case basis.
 - d. Voluntary or Mandatory Condition. Remote work arrangements may be requested by the employee or mandated as a condition of employment by the Coast Guard.
 - e. Performance of Duty. Before permitting remote work arrangements, commands must assess how remote work arrangements may impact the short- and long-term performance of business operations, budget, continuity of operations plans, and emergency response group requirements. Remote work arrangements shall not be implemented if they negatively impact performance (e.g., result in a decrease in performance and/or productivity.).

13. DEFINITIONS.

- a. Agency Worksite or Regular Worksite. The physical Coast Guard worksite location where the employee is expected to report in the absence or revocation of a remote work agreement.
- b. Alternate Worksite. The approved geographic location where remote work can be performed. (e.g., an employee's residence).
- c. Official Worksite or Official Duty Station. For civilian employees, the official worksite is the location of an employee's alternate worksite, as agreed to by the supervisor and employee, and documented on an employee's remote work agreement and Standard Form (SF) 50 Notification of Personnel Action, see Reference (e). The official worksite for military personnel is defined in paragraph 18 of this Instruction.

Remote Work Arrangement or Remote Work. A work arrangement by which an employee is scheduled to perform work within or outside the local commuting area of the agency

worksite at an alternate worksite and is not expected to report to the agency worksite on a regular and recurring basis (e.g., at least twice each biweekly pay period). As provided in this Instruction, remote work may be temporary (up to one year) or long-term.

- d. Remote Work Agreement. A written agreement where the terms and conditions of the remote work arrangements are agreed upon and signed by employee and the employee's supervisor. Before beginning remote work, employees and their supervisors must complete training and sign a written agreement.
- e. Telework. A work arrangement in which an employee, under a written telework agreement, is scheduled to perform their work at an agency worksite on a regular and recurring basis (e.g., at least twice each biweekly pay period), in accordance with Reference (d).

14. PROGRAM REQUIREMENTS. Participation in remote work is solely at the discretion of management and not an employment entitlement or right. If an employee requests a remote work arrangement, management should ensure the following factors can be accomplished in the remote work arrangement:

a. General Considerations.

- (1) Remote workers, teleworkers, and on-site workers are treated the same including, without limitation, for purposes of: (1) periodic job performance appraisals; (2) training, recognition, reassignments, promotions, reductions in grade, retention, and removal; (3) work requirements; and (4) other acts involving managerial discretion.

b. Command Considerations.

- (1) Commands must be able to develop a sound and consistent business rationale for identifying positions eligible for remote work and allowing employees to work remotely from an alternate worksite (e.g., their residence), another government facility, or another agreed-upon location). In the absence of a business case to authorize remote work, positions are ineligible for remote work but may be eligible for telework in accordance with Reference (d).
- (2) Commands must assess the duties to be performed of the position and the demands of the job to determine whether it is feasible for an employee to effectively perform all or most of their job functions at the remote worksite while delivering mission objectives, maintaining operations, and meeting customer needs.
- (3) Commands must assess their information technology infrastructure needs to determine if authorizing remote work is feasible given their information technology resources.
- (4) For employees selected from Coast Guard job opportunity announcements as remote workers, Commands must provide a Coast Guard Standard Workstation laptop and any required peripherals, as determined by the supervisor, such as monitors, docking station, common access card reader, keyboard, mouse, headphones etc.

- (5) Commands are not authorized to establish remote work arrangements with an alternate worksite in foreign areas¹ without Deputy Commandant for Mission Support (DCMS) approval and Deputy Commandant for Operations (DCO) concurrence.
 - (a) Before requesting approval from DCMS and DCO, commands shall initiate and manage the process to obtain an approved agreement by DHS Office of Strategy, Policy, and Plans, Office of International Affairs and the Department of State (DOS) Chief of Mission using a Domestic Employees Telework Overseas (DETO) agreement.
 - (b) Commands must seek approval from DOS, through Commandant (CG-DCO-I), to have employees work in foreign locations through the National Security Decision Directive (NSDD) 38 process for assignments greater than one year. For assignments less than one year, commands will use the DOS country clearance process.
 - (6) Commands must establish processes for including remote workers in their continuity of operations plans for emergencies, including potential evacuation authorities.
 - (7) Commands reserve the right to revise remote work agreements, including the location of an employee's alternate worksite (in accordance with Paragraph 17.g. below), based on operational needs.
- c. Supervisory Considerations.
- (1) Remote work agreements include an established work schedule, which may include compressed or flexible work schedules, as provided in Reference (f). Remote workers must perform work at the approved alternate worksite locations, in accordance with established work schedule policies and the remote work agreement. Supervisors should review work schedules periodically to ensure they are consistent with employee and organizational requirements.
 - (2) Supervisors have the authority to require employees to report to their agency worksite if the supervisor deems the employee's presence is necessary, however the unit must fund any travel costs (local or TDY).
 - (3) For purposes of temporary duty travel (TDY), required local travel, travel time as hours of work, etc., travel expenses and travel time are based on the employee's documented official worksite.

¹ Per Department of State Standardized Regulations, "foreign area" means any area situated outside the United States, the Commonwealth of Puerto Rico, the Commonwealth of the Northern Mariana Islands, and the possessions of the United States.

d. Employee Considerations.

- (1) Employees may be responsible for using a personal phone and phone number for work communications. Neither telework nor remote work arrangements require the agency to provide a work cell phone or phone number to employees.
- (2) For employees approved for remote work, supervisors must initiate a personnel action designating the alternate worksite as the official worksite, as required on Paragraph 15.g.(4) below.
- (3) The alternate worksite listed in the Remote Work Agreement is the employee's official worksite. Employees are required to report to that worksite in accordance with their established work schedule in accordance with Reference (f), regardless of the employee's residence of record or where the employee resides. An employee who fails to report to work at the official worksite as scheduled without proper approval may be subject to discipline, up to and including removal from Federal service.
- (4) While conducting official government duties, employees must maintain an appropriate professional work environment (e.g., no loud background music or television, no inappropriate slogans or imagery displayed which contradict CG policy) while conducting virtual meetings at the alternate worksite. When conducting virtual meetings, employees working at the alternate worksite must maintain the same professional attire as would be required at the official Coast Guard worksite. Military members will wear the appropriate uniform as if they were physically present at the meeting.
- (5) Employees who receive overpayments of locality pay (e.g., through administrative error, noncompliance with this Instruction, etc.) are required to notify their servicing Commandant (CG-123) Office of Civilian Human Resources Operations office as soon as possible after recognizing the overpayment and are responsible for retaining and repaying any excess funds received.
- (6) An employee's locality and other compensation-based payments are effective on the date the remote agreements are signed.
- (7) Leave must be requested and used in accordance with normal procedures for situations requiring absence from work, such as medical appointments, home repairs, or other situations.
- (8) Employees working at an alternate worksite are subject to the same performance expectations as employees working from an agency worksite, or other remote work location.
- (9) Employees must comply with all DHS and Coast Guard policies, including, but not limited to, proper use of government computers, networks, and information technology equipment; data privacy policies; and records retention policies.

- (10) Employees who voluntarily request a change to the remote work agreement, including a personal request to change their residence of record or a change in official worksite, are not eligible for relocation expenses or relocation incentives.
- (11) Employees required to relocate in accordance with a management-directed reassignment will be entitled to relocation expenses or relocation incentives in accordance with the Federal Travel Regulations and Coast Guard policies. If employees are selected for a Coast Guard job opportunity announcement as remote workers, and the remote work requires relocation (e.g., OCONUS to CONUS), these actions are considered management directed. Relocation guidance for military members is provided in Paragraph 18.
- (12) Employees who work remotely are not entitled to additional compensation or reimbursements to cover internet service provider fees, office space, office furniture, or general office supplies. In the case of reasonable accommodation as outlined in Paragraph 17.o. below, assistive devices (ergonomic keyboards, chairs, screen reader, etc.) may be provided.
- (13) A remote work arrangement is not a substitute for ongoing dependent care but may facilitate dependent care during non-work hours. Employees are required to make other arrangements for dependent care in accordance with applicable work scheduling and leave policies.

15. PROGRAM ROLES AND RESPONSIBILITIES.

- a. Deputy/assistant commandants, unit commanders, commanding officers, officers-in-charge, and chiefs of Headquarters staff elements shall, for an approved remote work program within their AOR:
 - (1) Fund a Coast Guard-issued standard workstation laptop, and peripherals such as monitors, docking station, common access card reader, keyboard, mouse, headphones etc. as deemed necessary by the employee's supervisor and allowed for remote workers.
 - (2) Fund potential increase in temporary duty costs for remote workers. Travel reimbursements (temporary duty and local) are based on the employee's official worksite, as identified on their SF-50. Payment or reimbursement of internet, phone service, repair or replacing personal equipment used by the employee will not be provided.
 - (3) Determine the appropriate level of approval authority for individual remote work agreements.
 - (4) Submit summary participation data to Commandant (CG-122), via the appropriate chain-of command, upon request.

- b. Commandant (CG-122): CG-122 will provide remote work program oversight, policy guidance and advisory services. CG-122 will provide training resources to management and employees.
- c. Commandant (CG-123): CG-123, in conjunction with supervisors, will facilitate processing of personnel actions submitted via the FedHR system designating the remote work location as the official worksite, as required in References (b) through (e).
- d. Commandant (CG-124): CG-124 will provide advice, guidance, and assistance to supervisors involving labor obligations, employee relations matters, and performance management activities.
- e. Commandant (CG-133): CG-133 will provide remote work program oversight, policy guidance, training resources, and advisory services for military members.
- f. Unit commanders, commanding officers, officers-in-charge, deputy/assistant commandants, and chiefs of Headquarters staff elements: may establish, as necessary, unit remote work program instructions covering their respective staffs and units.
- g. Supervisors shall:
 - (1) Complete mandatory supervisory/manager telework and remote work training in accordance with Paragraph 17.f of this Instruction. Telework training must be retaken as a refresher of the requirements and general principles, before completing a remote work agreement.
 - (2) Review and, if approved, retain a copy of remote work agreements, consistent with the delegated authority in this Instruction. Supervisory decisions on remote work requests (approval or denial) must be provided to employees within 10 working days.
 - (3) Provide a copy of completed agreements upon request.
 - (4) Submit personnel actions via FedHR for civilian employees as required in Paragraph 14.d.(2) below and References (b) through (e).
 - (5) Review remote work agreements annually at the beginning of the fiscal year (1 October) or more frequently when there is a change in supervisor, work schedule, or other impacting circumstances.
 - (6) Discuss with remote workers the assignments/tasks to be accomplished under their remote work arrangements.
 - (7) Ensure the remote work requirements provided in this Instruction and enclosures are followed. Ensure remote workers and non-remote workers are treated the same, including without limitation, for purposes of performance management, awards and recognition, training and development opportunities, promotions, work requirements, and other acts of managerial discretion.

- (8) Be accessible and responsive during the workday.
- (9) Ensure civilian employees record remote work in webTA or other appropriate electronic timekeeping system.
- (10) Address any civilian employee conduct, performance management or employee/labor relations matters in consultation with Commandant (CG-124) Office of Civilian Workforce Relations staff as needed.

h. Employees shall:

- (1) Complete mandatory employee telework and remote work training. Telework training must be retaken as a refresher of the requirements and general principles, before completing a remote work agreement.
- (2) Submit their remote work request using Remote Work Agreement (CG Form 12630), Remote Work Agreement - Supervisor Checklist (CG Form 12630C), and the Telework or Remote Work Self-Certification Safety and Security Checklist (CG Form 12630D).
- (3) If approved, adhere to all requirements in the signed remote agreement.
- (4) Provide and pay for home high-speed internet access, phone service, office supplies, and any equipment not provided by the Coast Guard that the employee may need for work at the alternate worksite.
- (5) Record remote work in webTA or other appropriate electronic timekeeping system.
- (6) Communicate temporary/permanent changes to signed remote work agreement, including request to change official worksite.
- (7) Communicate work schedules.
- (8) Be accessible and responsive during the workday.
- (9) Communicate IT problems or other impediments to accomplishing work.

16. PROGRAM TERMINATION. Any individual or organization's ability to participate in a remote work agreement may be terminated by the immediate supervisor, seniors in the chain-of-command, or by Commandant (DCMS), in accordance with any applicable labor-management obligations, if determined the agreements:

- a. Do not support mission needs;
- b. Are counter to public service requirements;
- c. Threaten the security of Coast Guard data, information, or equipment;
- d. Are likely to increase long-term costs;

- e. Are not being adhered to by the employee (i.e. misconduct or performance-related issues);
or
- f. Create other adverse work-related situations

17. GENERAL PROGRAM REQUIREMENTS.

- a. Remote Work. Remote work occurs when all of an employee's work is performed remotely at an alternate worksite, within or outside the local commuting area, and the employee is not expected to report to the Coast Guard worksite on a regular and recurring basis. The alternate worksite is considered the employee's official worksite. Employees will receive locality pay based on their alternate worksite. Command leadership, or their designees, are delegated the authority to approve local and long-distance remote work agreements in accordance with this Instruction.
- b. Temporary Remote Work. May be a short-term (up to one year) solution for an employee with a significant need to work within or outside of the geographic area of the agency worksite. These requests will be considered on a case-by-case basis, and employees must meet the eligibility requirements.
- c. Remote Work Eligibility. Supervisors identify positions as eligible for remote work, considering the characteristics below, and review for approval requests by employees to participate. Unless specified as a condition of employment, ongoing participation in remote work is not automatic, and supervisors can decide to change, modify, or terminate participation as discussed in Paragraph 15 of this Instruction. Not all positions or employees are eligible to participate in remote work. Employees must self-identify their interest in remote work and prepare a "business case" to support their requests. The requests must address the following areas: the duties of the work can be performed in a remote environment, ability to work with minimal supervision, past and current performance and productivity, organizational and communications skills, and ability to successfully accomplish work remotely.
 - (1) Appropriate Positions. Positions eligible for remote work contain the following characteristics:
 - (a) Portable work activities that can be performed effectively away from the agency worksite.
 - (b) Quantifiable or project-oriented assignments or job tasks.
 - (c) Unclassified work for which data security, including sensitive, non-classified and Privacy Act concerns, is adequate (work involving classified data or information shall take place only in a government office where adequate controls exist to protect the data).
 - (d) Technology required for off-site work is available.

- (2) Appropriate Participant. Supervisors must consider the following employee characteristics prior to approval of an individual's remote work agreement:
- (a) A "Meets" or "Achieved Expectations" or higher summary rating for current and the previous year's performance appraisals, when applicable (i.e., not applicable for new hires).
 - (b) Military members do not have marks below a four (4) or an unsatisfactory conduct mark in the last three years.
 - (c) The employee or military member's agreement to comply with remote work requirements.
 - (d) Demonstrates the knowledge, skills and ability to successfully work remotely.
- (3) Positions Ineligible for Remote Work. Employees whose positions require the following *on a daily basis* are ineligible for remote work:
- (a) Direct handling of classified information, or
 - (b) Performance of onsite activities that cannot be accomplished remotely or at an alternate worksite.
- (4) Not Eligible Under Any Circumstances. Employees and military members may not participate in remote work if any of the following apply:
- (a) Formally disciplined for being absent without leave (AWOL) for more than five (5) working days in any calendar year;
 - (b) Formally disciplined for viewing, downloading, or exchanging pornography on a Federal Government computer or while performing official Federal Government duties or any other inappropriate use of government property;
 - (c) Have an unacceptable decline in performance during the rating period, or
 - (d) Have an unacceptable decline in conduct.
- d. Denial or Termination of Remote Work Agreements and Appeals. Remote work agreements can be terminated by either management or by the employee.
- (1) Management Initiated. When civilian employees' remote work requests are denied or terminated by management, supervisors will provide a written justification supporting the denial or termination. The reason(s) provided for the denial or termination of remote work should be based on participation criteria business-case, or operational needs. If an employee appeals the denial or termination, they may use the applicable administrative grievance/appeals procedure in accordance with Reference (h). Denial or termination of remote work agreements for civilian employees must be reported to Commandant (CG-122) and identify the reason(s) for the denial or termination.

Positions deemed ineligible for remote work may be eligible for telework in accordance with Reference (d).

Employee Initiated. An employee may request to terminate a remote work agreement by providing a written notice to their supervisor. Supervisors will consider the request on a case-by-case basis. An approved termination request would require a return to the USCG worksite within 60 calendar days for long-distance remote work arrangements or 14 calendar days for local remote work arrangements. The employee should coordinate the details of their return to the USCG worksite with their supervisor. A remote work agreement will be terminated immediately upon the employee's transfer to a new position within USCG or reassignment to a similar position in a different office, division, or work group within USCG. A new agreement may be established with the new supervisor.

- e. Official worksite. The official worksite generally is the location where the employee regularly performs their duties and is documented as the employee's duty station on the employee's Notification of Personnel Action (SF-50). Certain location-based pay entitlements (such as locality payments, special rate supplements, and non-foreign area cost-of-living allowances) are based on the location of the employee's official worksite associated with the employee's position of record. Under a remote work arrangement, employees who are not scheduled to report on a regular and recurring basis to the agency worksite will require a documented change in official worksite to the alternate worksite, generally the employee's residence. Depending on the location, this change may impact the employee's pay and the Command's budget—positively or negatively. The change in official worksite thus may be a significant consideration when deciding to approve or deny a remote work arrangement.
- f. Training. Supervisors and employees must complete mandatory telework training before entering into a remote work agreement. Mandatory training is available on the CG Portal Learning Management System (LMS). Additional remote work job aids, training, or both will be required as they become available.
- g. Remote Work Agreements. Participation in remote work requires a formal agreement signed by the employee and supervisor, which specifies the employee's work schedule, official duty station, and official worksite. Employees may not change the terms of their remote work agreements without supervisory approval. Employees may request to terminate their remote work agreement. At a minimum, remote work agreements must be reviewed annually, at the beginning of the fiscal year (1 October). Any change in the terms of a remote work arrangement must first be documented with a new agreement before the terms may take effect. The Remote Work Agreement (CG-12630), must be completed, along with the Remote Work Agreement Supervisor Checklist (CG-12630C) and the Telework or Remote Work Self-Certification Safety and Security Checklist (CG-12630D).
- h. Time and Attendance. Supervisors and employees must correctly report time and attendance documenting remote work schedules and absences in webTA or other appropriate electronic timekeeping system. Supervisors may establish contact, determine

reasonableness of work output for the time expended, or use other appropriate certification methods when carrying out time and attendance monitoring.

- i. Performance Management and Conduct. Supervisors are responsible for managing, overseeing and evaluating an employee's performance and conduct. This includes:
 - (1) Facilitate ongoing coaching and feedback conversations, as appropriate, with the employee to discuss progress towards established goals, areas where the employee is performing well, and areas in need of improvement,
 - (2) Provide the employee with immediate counseling, consistent with on-site practices, if the employee's performance level declines,
 - (3) Engage the employee, when a decline in performance or conduct is observed, to begin improvement. Examples of a decline in performance include placement on a performance improvement plan, leave letter of restriction or reprimand, or greater disciplinary action, within the last year. If additional efforts to improve performance or conduct are unsuccessful, supervisors are encouraged to collaborate with Commandant (CG-124) for other performance or conduct improvement strategies,
 - (4) Document all efforts if an employee's performance declines below the "Achieved Expectations" level; and
 - (5) Adjust the employee's schedule as necessary to meet mission requirements in compliance with scheduling guidelines.
- j. Office Closures. Remote employees are expected to work during any regional Federal office closures, delayed arrivals, and early dismissals resulting from emergencies, severe weather, natural disasters or other incidents impacting operations. Remote employees must notify their supervisor when emergencies occur that affect their worksite and request leave, excused absence, worksite relocation, or other worksite adjustments. Employees are expected to work when their agency worksite is closed due to emergencies, severe weather, or natural disasters if their alternate worksite is not affected. For further information, please see OPM's Governmentwide Government wide Dismissal and Closure Procedures.
- k. Standards of Conduct. Remote workers must comply with the Coast Guard standards of conduct, in accordance with Reference (h), and other applicable rules of behavior. Employees should remember that workplace policies and performance expectations are the same regardless of the employee's work location.
- l. Travel. Supervisors must be aware of the costs associated with remote work agreements. Travel reimbursements are based on the employee's official worksite, as identified on their SF-50 Notification of Personnel Action. The Coast Guard will pay all approved local travel/TDY travel costs in accordance with the travel policy specified in Coast Guard travel policy or other Coast Guard financial policy guidance. An employee who is required (or officially authorized) to travel to the agency worksite will be compensated for time in a travel status, which includes:

- (1) Time spent traveling between the official worksite and a temporary duty station,
 - (2) Time spent traveling between two temporary duty stations, and
 - (3) The “usual waiting time” preceding or interrupting such travel (e.g., waiting at an airport or train station prior to departure).
- m. Relocation. Relocation to an official worksite that occurs at the employee’s request or is the result of an employee-initiated action may be at the employee’s expense. If the Coast Guard directs an employee who works remotely to change their official worksite, the change may be at the Coast Guard’s expense. Supervisors will adjudicate each circumstance on a case-by-case basis. Supervisors should contact the servicing Commandant (CG-123) Human Resources Specialist for relocation information and to ensure regulatory compliance.
- n. Labor Management Considerations. Before implementation of a remote work agreement, supervisors of civilian employees must contact their servicing Office of Civilian Workforce Relations, Commandant (CG-124) Labor Relations Specialist to discuss labor-management obligations. Changing an employee’s status to or from a remote worker could affect their bargaining unit coverage. It is important to consult Commandant (CG-124) labor relations staff and review the certification of recognition for appropriate coverage of an employee who is approved for remote work.
- o. Remote Work as a Reasonable Accommodation. Remote work may be used as a reasonable accommodation for a current employee or for a new hire with a permanent mobility issue or other relevant disability. Supervisors should consult with the Office of Civil Rights, Commandant (CG-00H), and/or the Office of General Law, Commandant (CG-0944) as part of the interactive process established by the Rehabilitation Act. Remote work as a method of reasonable accommodation must be identified in the written Remote Work Agreement and conducted in accordance with Reference (l).

18. MILITARY PROGRAM REQUIREMENTS.

- a. Program Administration. Military members and commands must comply with all requirements contained within this paragraph when submitting or reviewing requests for remote work for military members.
- (1) Official Worksite. For military members, the official worksite is their permanent duty station (PDS), regardless of an approved remote work agreement.
 - (2) Alternate Worksite. Military members may request an alternate worksite outside of the reasonable commuting distance of their PDS. However, their alternate worksite must be within a four-hour driving distance of their PDS (or alternate PDS, if applicable) to facilitate timely recall, standing duty, reporting for random drug testing, semi-annual body composition screening, etc.
 - (3) Alternate PDS. Military members in receipt of permanent change of station (PCS) orders may request that their PDS be changed from the regular PDS, for the position to

which ordered, to an alternate PDS to facilitate geographic stability or relocation to their desired geographic area. The alternate PDS must be either their current PDS or a Coast Guard command with a staffed Personnel and Administration Office (P&A) (i.e., District, Sector, AIRSTA, Base, or TRACEN). When a member desires to relocate to a geographic area that has multiple eligible commands (with a P&A) within a four-hour driving distance, the member must request the closest accepting command for their alternate PDS. For example, a member desiring to relocate to Hartford, CT must request CG Academy, New London, CT as their alternate PDS (as the closest), even though Base Boston, Sector New York, and Sector Delaware Bay are within a four-hour driving distance.

- (4) Routing and Approval of Requests. Military members must route their remote work request through their chain of command to the first Flag Officer or SES for approval and copied to CG-81. Members requesting remote work in conjunction with PCS orders must route their requests through their current command and their new command, to the first Flag Officer or SES for the new command and copied to CG-81. Remote work requests involving an alternate PDS must also be routed through and receive approval from the alternate PDS.
 - (5) Termination of Approved Remote Work Agreements. All requests to terminate an approved remote work agreement, whether command or member initiated, must be routed through the chain of command to the first Flag Officer or SES for approval.
- b. Eligibility. Military members must be on Active Duty, including Reservists on Extended Active Duty Orders (EAD) or Active Duty for Operational Support (ADOS). Reservists may not participate in the Remote Work Program while in an inactive status. Reservists in an inactive status may participate in the Coast Guard Telework Program in accordance with paragraph 7.f.(2) of ref (d). Authorized members:
- (1) May submit a request to remote work for their current position, at an alternate worksite, as defined in this paragraph, near their current PDS.
 - (a) Military members who choose to relocate their residence in conjunction with such an approved remote work agreement do so as a personal choice and at personal expense.
 - (2) Who are in receipt of PCS orders may submit a request to remote work, for the position to which ordered, at an alternate worksite, as defined in this paragraph:
 - (a) Near the new PDS; or
 - (b) Near an alternate PDS.
- c. Entitlements. Military pay and allowances will remain based on the member's PDS, regardless of the alternate worksite location, unless otherwise authorized in accordance with Coast Guard Pay Manual, COMDTINST M7220.29 (series). For approved remote

work requests in conjunction with a PCS, travel and transportation entitlements remain based on actual travel performed and the PDS to which ordered.

- d. Military members requesting remote work must utilize the checklist located at: <https://uscg.sharepoint-mil.us/sites/cg13/CG%20133/SitePages/Home.aspx>.
- e. Any exceptions to the above requirements must be routed through the chain of command for approval by CG-13.

19. **INFORMATION TECHNOLOGY SUPPORT.** The Coast Guard has no obligation or requirement to provide telecommunications resources (e.g., mobile wireless hotspot devices) to support voluntary remote work. Except as described in Paragraph 20.a. below, the decision to provide or fund remote work resources resides with each individual command. With supervisory approval, local units may reimburse telephone and telecommunications costs, including official long-distance calls, based on statutory authority and availability of sponsoring unit funds in accordance with Pub. L. 104-52, title VI, Sec. 620. Remote workers should submit Optional Form 1164, Claim for Reimbursement for Expenditures on Official Business, through the appropriate channels, to request reimbursements. The Coast Guard will not pay for any residential internet service provider or online services to support remote work arrangements.

a. **Coast Guard Furnished Equipment.**

- (1) Remote workers issued Coast Guard furnished equipment (GFE) for remote work will be held liable for any damage, repairs, or replacement costs, due to neglect, misuse, or inappropriate use of government property. Non-government personnel are prohibited from using GFE.
- (2) All Coast Guard furnished information technology (IT) resources, including hardware, software, repair, and replacement costs, will be supported through the normal IT support organizations. To receive the necessary support, remote workers should contact the Centralized Service Desk through CGFIXIT service.

b. **Personally Owned Equipment.**

- (1) The use of personally owned computers is permissible.
- (2) When working remotely from the home or any non-Coast Guard worksite, the Coast Guard is not responsible for the expense to repair, restore, or replace any personal computers, personal IT equipment or services, personal peripherals, or personal media/data files used for remote work. Local network connectivity issues associated with the internet service providers are the responsibility of the users and not the Coast Guard.
- (3) Storage of Coast Guard information is not allowed on personal computers based on Reference (f).

- (4) Use of employees' personal cell phones is permissible; however, the Coast Guard is not liable to pay expenses related to repair, replacement, and service.
- (5) Employees waive the expectation of privacy when conducting official duties while using personally owned equipment, including the misconduct provisions of Paragraph 12.c.(4)(b) above.

20. SECURITY REQUIREMENTS. Remote work and access to Coast Guard computers or networks from alternate worksites, creates security risks for the U.S. Coast Guard's information systems hardware and software infrastructure. Remote workers shall observe proper Information Security (INFOSEC), Operations Security (OPSEC), and Communications Security (COMSEC) practices in accordance with Reference (i) while working remotely.
- a. Classified information, in either hard copy or electronic form, is not authorized for access, processing, or storage when an alternate worksite is an employee's residence. Remote workers shall report alternate worksite access to classified material, whether accidental or not, to the appropriate security officers, who will declassify personal computing resources in accordance with Reference (i). Information and records processed are subject to the maintenance and disposition requirements contained in Reference (j) and the Privacy Act of 1974, 5 U.S.C. Section 552a to reduce risks to Coast Guard computers, data, and telecommunications networks.
 - b. Remote workers may access and view electronic For Official Use Only (FOUO) information from alternate worksites. Processing, storing, or printing hard copy FOUO information from alternate worksites is strictly prohibited.
 - c. All IT resources, whether government furnished or personally owned, while being used in an official government capacity when working remotely must comply with Reference (f).
21. FACILITIES SUPPORT. Remote workers who are routinely away from their agency worksites are candidates for sharing offices/workspaces. The planning factors and standards are outlined in Reference (k).
22. FORMS. The forms referenced in this Instruction are available on the Coast Guard Standard Workstation or on the Internet: www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-C4IT-CG-6/The-Office-of-Information-Management-CG-61/Forms-Management/.
23. REPORTS. Reports referenced in this Instruction may be requested from the Office of Civilian Workforce Management, Commandant (CG-122).
24. SECTION 508. This Instruction adheres to Accessibility Guidelines and Standards as promulgated by the U.S. Access Board. If changes are needed, please communicate with the Coast Guard Section 508 Program Management Office at: Section.508@uscg.mil.

25. REQUEST FOR CHANGES. Units and individuals may formally recommend changes through the chain of command using the Coast Guard Memorandum. Comments and suggestions from users of this Instruction are welcomed. All such correspondence may be emailed to Commandant (CG-122) at HQS-DG-1st-CG-122@uscg.mil.

/BRIAN K. PENOYER/
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Human Resources