

TELEWORK PROGRAM



COMDTINST 5330.4A
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COMMANDANT INSTRUCTION 5330.4A

Subj: TELEWORK PROGRAM

- Ref:
- (a) Telework Enhancement Act of 2010, Public Law 111-292
 - (b) FY 2001 Department of Transportation and Related Agencies Appropriations Act, Section 359, Public Law 106-346
 - (c) Definitions, 5 U.S.C. § 6501(3)
 - (d) Telework Directive, Department of Homeland Security (DHS) Management Directive 123-05
 - (e) 2021 Guide to Telework and Remote Work in the Federal Government, Office of Personnel Management (OPM), dated November 2021
 - (f) Remote Work Program, COMDTINST 5330.11
 - (g) U.S. Coast Guard Civil Rights Manual, COMDTINST M5350.4 (series)
 - (h) Limited Personal Use of Government Office Equipment and Services, COMDTINST 5375.1 (series)
 - (i) U.S. Coast Guard Cybersecurity Policy, COMDTINST 5500.13 (series)
 - (j) Records & Information Management Program Roles and Responsibilities, COMDTINST 5212.12 (series)

1. PURPOSE. The Telework Program, Commandant Instruction 5330.4A establishes the Coast Guard's telework policy for eligible civilian employees and military members leveraging technology advancements to meet the demands of a dynamic work environment in accordance with References (a) through (e). This Instruction is separate from the Coast Guard Remote Work Program, COMDTINST 12630.3 (Reference (f)).
2. ACTION. All Coast Guard unit commanders, commanding officers, officers-in-charge, deputy/assistant commandants, and office chiefs of headquarters staff elements must comply with the provisions of this Instruction.
3. AUTHORIZED RELEASE. Internet release is authorized.
4. DIRECTIVES AFFECTED. The prior version of the Coast Guard Telework Program, COMDTINST 5330.4, is hereby cancelled.
5. BACKGROUND. Telework is a work arrangement where approved employees and military members work at an alternate worksite (e.g., home), but must physically report to their official Coast Guard worksite on a regular and recurring basis. Telework does not include

situations where employees and members are working in a temporary duty status (TDY) or traveling to perform work at multiple work sites. Over the years, the use of telework as a workplace tool has evolved from a rarely used arrangement to an arrangement that is relied upon when planning for continuity of operations. Unlike teleworkers, remote workers do not report to a USCG location on a regular and recurring basis. If workers cannot report to a USCG location on regular and recurring basis at least twice a pay period, they are defined as remote workers, as provided in Reference (f). While telework is a human capital tool that can be used to promote effective mission delivery and help attract, recruit, and retain a diverse workforce, it is not an employee right or entitlement. Telework must support Coast Guard operations and must not adversely affect organizational missions and functions (e.g., result in a decrease in performance or productivity, higher costs, etc.).

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 of Coast Guard personnel and is not intended to, nor does it impose legally binding requirements on any party outside the Coast Guard.
7. MAJOR CHANGES. Telework is separate and distinct from remote work with differing statutory frameworks and policy implications (References (e) and (f)). As provided in this Instruction, full-time telework is no longer permitted. The Coast Guard Remote Work policy can be found in Reference (f).
8. SCOPE AND AUTHORTIES.
 - a. This Instruction applies to:
 - (1) Full and part-time, civilian employees meeting the definition of “employee” as defined in 5 U.S.C. § 2105 (Covered Employees). For bargaining unit employees, where this Instruction conflicts with a negotiated agreement, the negotiated agreement prevails. 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).
 - (2) Military members eligible to participate as determined by unit commanders/Headquarters office chiefs.
 - b. Commands may include or exclude selected units, categories of civilian positions and military members to meet organizational goals, missions, or needs, and set performance-based pre-requisites for individual participation, consistent with labor-management considerations. Commands are not required to grant or afford telework to all classes of individuals.
9. IMPACT ASSESSMENT. This Instruction is not expected to have any impact on existing operations. No additional resources are necessary to carry out this tasking.
10. 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).

11. DISTRIBUTION. No paper distribution will be made of this Instruction. An electronic version will be located Coast Guard Directives System Library internally, and if applicable on the Internet at: www.dcms.uscg.mil/directives.
12. RECORDS MANAGEMENT CONSIDERATIONS. Records created as a result of this Instruction, regardless of format or media, must be managed in accordance with the records retention schedules located on the Records Resource Center SharePoint Online site: <https://uscg.sharepoint-mil.us/sites/cg61/CG611/SitePages/Home.aspx>.
13. DISCUSSION. Telework offers an array of benefits for operating a dynamic work environment such as:
 - a. Recruit and retain a high-quality workforce. Workers value a workplace with forward-thinking opportunities and one that supports a work/life balance. Offering telework is an essential tool to recruit and retain personnel.
 - b. Decrease commuting time. Retain valuable employees by reducing the commuting burden.
 - c. Environmental benefits. Telework arrangements reduce harmful emissions and greenhouse gases, wear and tear on transportation infrastructure, and the Coast Guard's carbon footprint.
 - d. Reasonable accommodation needs. Telework arrangements may accommodate the needs of individuals with disabilities and meet short and long-term accommodation needs.
 - e. Ensure continuity of operations. Telework arrangements help to ensure continuity of essential government functions during national or local emergencies, inclement weather, or other situations disrupting office operations.
 - f. Reduce real property costs. Sharing office spaces or workstations and parking space requirements may reduce real estate costs over time.
 - g. Improved productivity. Teleworking has the potential to improve productivity due to fewer distractions, reduced stress from avoiding the commute, and the ability to work a partial day when an employee would otherwise take an entire day off.
14. DEFINITIONS.
 - a. Telework: A management tool allowing civilian employees and military members to

work at alternate worksites. Civilian employees must physically report to their official Coast Guard worksite on a regular and recurring basis at least twice in a pay period; military members must physically report to their official Coast Guard worksite on a regular and recurring basis at least four days each month. Employees unable to meet this reporting requirement at a Coast Guard worksite are defined as remote workers in accordance with Reference (f). Before beginning telework arrangements, employees/members and their supervisors must complete telework training and sign a written agreement.

- b. Alternate worksite. Alternate worksites include:
- (1) An individual's home in a space specifically set aside as an office or work area that meets the safety and security requirements as outlined in this Instruction;
 - (2) A Coast Guard facility other than the individual's Coast Guard worksite and;
 - (3) Any other location approved by the supervisor that meets the safety and security requirements as outlined in this Instruction.
Approved locations are limited to the United States, District of Columbia, Puerto Rico, U.S. Territories, and tribal areas.
- c. Types of Telework. As provided in Reference (e), there are two types of telework:
- (1) Routine telework is where the telework hours are part of an ongoing, regular schedule (e.g., someone teleworks "every Wednesday" or "every Tuesday and Thursday").
 - (2) Situational telework is approved on a case-by-case basis, where the hours worked are *not* part of a previously approved recurring telework schedule. Examples of situational telework may include: inclement weather, partial days where an individual has a medical appointment, or special work assignments. Situational telework is sometimes referred to as episodic, intermittent, unscheduled, or ad-hoc telework.
- d. Telework Agreement: A written agreement where the terms and conditions of the telework arrangements are signed by teleworkers and supervisors. The agreement includes a statement certifying teleworkers have personal preparedness plans in the event of an emergency. Guidance on developing a preparedness plan may be found at www.ready.gov.
- e. Telework-Ready: "Telework-ready" civilian employees and military members are those with completed telework training, telework agreements, and safety and security checklists. Telework-ready civilian employees and military members must also have telework compatible duties and the necessary equipment, technology, and technical support to telework effectively.
- f. Teleworker: Civilian employees or military members participating in telework

arrangements and with a signed telework agreement. Teleworker and telework participant are used interchangeably.

- g. Official Worksite: The official worksite is the Coast Guard duty location for teleworkers where they regularly report to work.
- (1) For civilian teleworkers who must physically report at least twice in the biweekly pay period on a regular and recurring basis, the Coast Guard duty location is the official worksite (e.g., official duty station). Civilian employees who do not meet this reporting requirements are deemed remote workers and must follow the remote work guidance in Reference (f).
 - (2) For active duty and reserve military members, the official worksite is the member's permanent duty station. Reserve military members cannot telework while serving on inactive duty orders except pursuant to a unit reserve telework instruction approved by the first O-5 or above in the chain of command. Unit reserve telework instructions must be consistent with this Instruction. Notwithstanding any other policy or statute, the work schedules and telework agreements of reserve military members serving on active duty orders are subject to the active duty command to which assigned. Military members at locations distinct from their permanent duty station must be annotated as detached on the personnel allowance list and under the administrative control of a local USCG location, such members are not considered teleworkers.
- h. Remote Work: A work arrangement by which a civilian employee is scheduled to perform work at an alternate worksite within or outside the local commuting area of the official worksite and is not expected to report to the Coast Guard worksite on a regular and recurring basis at least two days each pay period. Reference (f) is the Coast Guard Remote Work policy. For the purposes of this Instruction, "full-time telework" is considered remote work, and the guidance in Reference (f) applies.
- i. Continuity of Operations (COOP): Actions taken to ensure essential organizational mission and functions will continue during emergency situations such as: localized acts of nature, accidents, public health emergencies, technological disruptions, or hostile attack. Continuity of Operations, Policy and Planning, COMDTINST 3010.15 (series) is the Coast Guard's continuity of operations policy and supersedes this Instruction in the instance of a COOP event.
15. PROGRAM REQUIREMENTS. Participation in telework arrangements is solely at the discretion on the individual supervisor and not an entitlement or right of employment or military service. Teleworking does not change employment terms and conditions. Employee and member requests to participate in telework arrangements are voluntary. Reference (a) does not obligate employees or members to participate in the telework program. Teleworkers, remote workers, 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. Commanding

Officers may consider the following factors when establishing a telework program:

- a. Mission Impact. Supervisors must establish specific controls to ensure telework arrangements do not adversely affect organizational missions and functions (e.g. result in a decrease in performance or productivity, higher costs, etc.). When supervisors determine there is an adverse impact resulting from telework, the matter must be discussed with the employee/military member and, if appropriate, the telework agreements should be modified. If the adverse impact resulting from telework is not resolved, supervisors must terminate the telework arrangements, subject to fulfilling any labor-management obligations.
- b. Funding. Currently, there are no central funds to support the telework program. Commands and staffs establishing telework programs must do so within their existing resources.
- c. Telework Eligibility. Supervisors identify positions as eligible for telework, using the characteristics below, and approve requests by employees or military members to participate. Ongoing participation in telework is not automatic, and supervisors may change, modify, or terminate participation due to mission needs or other considerations. Employees or military members must self-identify their interest in telework to support their requests. Employee and military member requests must address the following areas: ability to work with minimal supervision, past and current performance and productivity, organizational and communications skills, and ability to successfully accomplish duties remotely.
 - (1) Appropriate Positions or Billets. Positions or billets that may be appropriate for telework contain the following characteristics:
 - (a) Portable work activities that teleworkers can perform effectively away from the Coast Guard 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 must take place only in a government office where adequate controls exist to protect the data);
 - (d) Necessary technology required for off-site work is available.
 - (2) Appropriate Telework Participants. Supervisors should consider the following performance factors before approving an individual's telework agreement:
 - (a) Civilian employees have attained a "Meets" or "Achieved Expectations" summary rating for current and the previous year's civilian performance appraisals.
 - (b) Military members do not have marks below a four (4) on the current and the previous year's Enlisted Employee Review or Officer Evaluation Report, and

enlisted military members have a satisfactory conduct mark for current and the previous year's Enlisted Employee Reviews.

- (c) The employee or member's agreement to comply with telework requirements.
 - (d) Employees and military members demonstrate the knowledge, skills, and ability to successfully work off-site independently.
- (3) Positions Ineligible for Telework. Employees and military members whose positions require any of the following on a daily basis are ineligible for telework:
- (a) Direct handling of secure materials determined to be inappropriate for telework.
 - (b) Performing an on-site activity that cannot be handled remotely or at an alternate worksite.
- (4) Not Eligible Under Any Circumstances. Employees and military members may not participate in telework if any of the following apply:
- (a) In accordance with Reference (a), they have been formally disciplined for being absent without leave (AWOL) for more than five (5) working days in any calendar year;
 - (b) They have been 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) They are on performance probation or have documented misconduct within the past 12 months involving a violation of the Uniform Code of Military Justice to include without limitation non-judicial punishment or conviction by military court-martial/civilian court (except for traffic violations);
 - (d) They have an unacceptable decline in performance during the rating period;
 - (e) They have an unacceptable decline in conduct. Examples of an unacceptable decline in conduct include placement on a performance improvement plan, letter of restriction or reprimand, or greater disciplinary action, within the last year.
 - (f) They do not comply with the terms of the signed telework agreement.
- d. Denial or Termination of Telework Agreements and Appeals. Telework agreements may be terminated by either the supervisor or by the teleworkers. When telework requests are denied or terminated by the supervisor, the supervisor will meet with employees/members and provide a written justification supporting the denial or termination. Written justification must be provided to the employee/member using the original telework agreement document signed by both the employee/member and the supervisor. Temporary cancelation for military members due to administrative or

mission requirements does not require written notification from supervisor. Supervisors can continue remarks on a separate sheet of paper and attach it to the telework agreement as needed. The reason provided for denial or termination should be based on participation criteria, business-related, operational needs, or both. If civilian employees appeal a denial or termination of a telework agreement, they may use the applicable administrative grievance/appeals procedure in accordance with Administrative Grievance Procedure, COMDTINST 12771.1 (series), or procedure outlined in the applicable labor agreement. Denial or termination of telework agreements for civilian employees must be provided in writing within 10 business days, and reported to Commandant (CG-122), and identify the reason for the denial or termination. Supervisors of civilian employees must consult with their servicing Commandant (CG-124) employee and labor relations specialist, in consultation with applicable collective bargaining agreement when considering termination of a telework agreement.

16. PROGRAM APPROVAL. Unit commanders, commanding officers, officers-in-charge, deputy/assistant commandants, and chiefs of Headquarters staff elements must:

- a. Establish, or update for compliance with current guidance, the overall telework program covering their respective staffs and units.
- b. Review for approval individual unit telework programs for their respective staffs and units.

17. PROGRAM ROLES AND RESPONSIBILITIES.

- a. Commandant (CG-122): CG-122 will provide telework program oversight, policy guidance and advisory services for civilian employees. CG-122 will provide training resources to management and civilian employees.
- b. Commandant (CG-133): CG-133 will provide telework program oversight, policy guidance, training resources, and advisory services for military members.
- c. Commandant (CG-124): CG-124 will facilitate employee, labor relations and performance management activities.
- d. Deputy/assistant commandants, unit commanders, commanding officers, officers-in-charge, and chiefs of Headquarters staff elements: Deputy/assistant commandants, unit commanders, commanding officers, officers-in-charge, and chiefs of Headquarters staff elements shall for their area of responsibility (AOR):
 - (1) Review for approval unit program proposals.
 - (2) Submit summary participation data to Commandant (CG-122), via the appropriate chain-of- command, upon request.
- e. Supervisors shall:
 - (1) Complete mandatory supervisory telework training in accordance with Paragraph 19(a) of this Instruction, before completing their first telework

agreement.

- (2) Prepare, approve, and retain a copy of telework agreements. Provide a copy of completed telework agreements to Commandant (CG-122) upon request.
- (3) Review telework agreements annually at the beginning of the fiscal year (1 October) or more frequently, including, but not limited to, when there is a change in supervisor, work schedule, or other impacting circumstances.
- (4) Discuss with teleworkers the assignments and tasks to be accomplished under telework arrangements.
- (5) Ensure the telework requirements provided in this Instruction are followed.
- (6) Ensure teleworkers and non-teleworkers are treated equitably, including without limitation, for purposes of periodic job performance appraisals, training, recognition, reassignments, promotions, reductions in grade, retention, and removal, work requirements, and other acts of managerial discretion.
- (7) Ensure civilian employees record telework hours performed in webTA or other appropriate electronic timekeeping system.
- (8) Address any conduct, performance management, or employee/labor relations matters in consultation with Commandant (CG-124) staff as needed.
- (9) Establish contact with employees at least once per day, or more frequently as needed.

f. Employees/members shall:

- (1) Complete mandatory employee telework training before entering into a telework agreement.
- (2) Submit the request to telework by completing the Telework Agreement (Form CG-5330) and Telework or Remote Work Self-Certification Security and Safety Security Checklist (Form CG-12630D) to their respective supervisor.
- (3) Adhere to all requirements in the signed telework agreement.
- (4) Provide and pay for home high-speed internet access, phone service, printer, office supplies and any other equipment that the employee wants to use for the telework worksite.
- (5) Military members must report to PDS for urinalysis or random drug testing, as directed.
- (6) Establish contact with supervisors at least once per day, or more frequently as needed.

18. PROGRAM TERMINATION. Any individual or organization's ability to participate

in a telework program may be terminated by the immediate supervisor, seniors in the chain-of-command, or by Commandant (DCMS) as Commanding Officer of Headquarters, 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. Misconduct or performance-related issues, or
- f. Create other adverse work-related situations.

19. PROGRAM REQUIREMENTS.

- a. Training. In accordance with References (a) through (e), supervisors, employees, and military members must complete mandatory training before entering into a telework agreement. The completion of training is intended to ensure both teleworkers and supervisors of teleworkers are familiar with relevant policies and appropriate practices associated with telework. Mandatory employee and supervisory training is available on the CG Portal Learning Management System (LMS) at the following link: <https://elearning.uscg.mil/>. Additional voluntary training resources are available on the LMS Skillport portal: <https://uscg.skillport.com/skillportfe/main.action>, search “telework.” Where negotiated agreements for telework exist, both supervisors and employees must follow the terms of the negotiated agreements.
- b. Telework Agreements. Each employee/member in a telework arrangement and their immediate supervisor must sign and maintain a written agreement in accordance with records retention schedules. Telework agreements shall not be signed until military members travel and physically report to their permanent duty station (PDS). Telework agreements must be reviewed by the supervisor annually on or before the beginning of the fiscal year (1 October), or more frequently as needed. New telework agreements must be completed and signed by employees and supervisors if there are changes in supervision, work schedules, or other relevant circumstances except where covered by a negotiated agreement, telework agreements in effect before the date of this Instruction must be updated within 90 days of this Instruction’s promulgation.
- c. Work Schedules. Teleworkers must perform scheduled work either in their Coast Guard worksites or at approved telework locations. Teleworkers may also participate in an alternative work schedule under Alternative Work Schedules (AWS) for Coast Guard Civilian and Military Members, COMDTINST 5330.10 (series). Supervisors should review work schedules periodically to ensure the work schedules are consistent with employee and organizational requirements and approve absences from either the Coast Guard worksite or telework location. Supervisors have the authority to require

employees to physically report to their Coast Guard worksite if the employee's presence is necessary. Supervisors should provide a reasonable amount of advance notice when requiring employees to report to the Coast Guard worksite. Civilian employee shall use leave in accordance with normal procedure for situations requiring absence from work, such as medical appointments, home repairs, or other situations requiring absence from work.

- d. Unscheduled Telework. Unscheduled telework is an option that allows employees/members to telework from home or a nearby alternative location, when severe weather conditions or other circumstances disrupt commuting. Commands are encouraged to establish "ad-hoc" telework arrangements for employees/members who can telework but typically do not. Unscheduled telework is a form of situational telework as described in Paragraph 14.c. above. Situational teleworkers must have written telework agreements in place.
- e. Office Operating Status. To support continuity of operations during emergency situations, teleworkers are expected to continue working during announcements of office closure, arrival delay, or early dismissal (e.g., due to weather or safety). In accordance with OPM Governmentwide Dismissal and Closure Procedures, weather and safety leave will not be provided to teleworkers who are able to work safely at their alternate worksite. When the office is closed and the telework site is impacted by the emergency, supervisors may exercise their authority to grant excused absence to that affected teleworker on a case-by-case basis (e.g., when power outages or network connection problems prevent telework). In the event of a closure, teleworkers must contact their supervisors to request leave and properly document their status in webTA or other appropriate timekeeping system. Employees/members teleworking within their regular tour of duty during periods of office closures, arrival delays, or early dismissals cannot receive overtime pay, credit hours, or compensatory time.
 - (1) Office Open. Teleworkers are expected to begin telework in accordance with an agreed upon work schedule. Situational teleworkers may request unscheduled leave or unscheduled telework.
 - (2) Office Closure. Teleworkers, including telework-ready employees and military members, are required to telework during office closures or request unscheduled leave, or perform a combination of both for the entire workday.
 - (3) Delayed Arrival (with option for unscheduled leave or unscheduled telework). Teleworkers, including telework-ready employees and military members are not authorized delayed arrival.
 - (4) Early Departure. Teleworkers, including telework-ready employees and military members, who are already performing telework are not authorized early departure.
- f. Reporting Requirement.
 - (1) Civilian Employees. Civilian employees must report physically to their Coast Guard worksite location at least two days per biweekly pay period on a regular and recurring basis to maintain their entitlement to the locality pay of their Coast Guard worksite (i.e., duty location). Employees who do not meet this reporting

requirement are deemed remote workers and must follow the guidance provided in Reference (f). Employees and supervisors considering a remote work agreement must discuss with their servicing HR Specialist the impacts of such an arrangement.

- (a) Temporary Exceptions to the Reporting Requirement. In accordance with Reference (g), an employee may be permitted to telework without returning to the office twice per pay period in a situation where an employee is temporarily recovering from an injury or other medical condition but is expected to return to a normal telework schedule upon recovery. Other temporary situations may be: a severe weather emergency or pandemic health crisis, an extended period of approved absence (e.g., paid leave), or a period of temporary duty travel status or detail to work location other than the location covered by the telework agreement.
- (2) Military members. Military members must physically report to their official Coast Guard worksite on a regular and recurring basis at least four days each month. A personnel allowance amendment is required when the change of official worksite results in a change to pay entitlements. Supervisors must submit a personnel reprogramming request that identifies the new detached duty location of the position to Commandant (CG-833), in accordance with the Personnel Resources and Reprogramming Manual, COMDTINST M5312.13 (series).
- g. Time and Attendance (Civilian Employees). Supervisors and employees must correctly report time and attendance documenting telework schedules and absences. Supervisors may visit the employee's alternate worksite (at a pre-arranged time), establish contact, determine reasonableness of work output for the time expended, or use other appropriate certification methods when carrying out time and attendance monitoring. Guidance to record telework schedules in webTA can be found at the following link:
<https://www.dcms.uscg.mil/Portals/10/CG-1/cg12/docs/pdf/How%20to%20Code%20Telework%20in%20WebTA.pdf?ver=2020-04-02-112704-543>
- h. Home Office Workspace. Teleworkers must designate a space for work at home and be able to communicate effectively with the office or customers. The Coast Guard will not provide home office furnishings, except in the case of reasonable accommodation as outlined in Paragraph 19.j below. Teleworkers must ensure their workspaces meet health, safety, building code, physical security, and other requirements. Supervisors shall deny employees the opportunity to participate in or terminate telework agreements based on safety or security problems in the home. Teleworkers will self-certify in the telework agreement the safety and security of the alternate worksite. CG Form 12630D provides a safety and security checklist for use in assessing the home office worksite. Teleworkers unable to work at their telework site due to equipment or power failures etc. must contact their supervisors as soon as possible. Based on the situation, the supervisor will determine the appropriate duty or leave status to account for the scheduled work time and whether the teleworker should report to his/her Coast Guard worksite. While conducting official duties, civilian employees must maintain an appropriate professional work environment (e.g., no loud music, no television, no inappropriate slogans or imagery displayed which contradict CG policy) while conducting virtual meetings at the alternate worksite. Also, when conducting virtual meetings, civilian employees working at the

Alternate worksite must maintain the same business attire as would be required at the official Coast Guard worksite. Military members must wear the same uniform as would be required if at the official work site/duty station when videoconferencing or as otherwise directed by the Command.

- i. Family Care. Telework is **not** a substitute for dependent or other family care but may facilitate dependent care during non-work hours. Employees/members are required to make other arrangements for dependent care in accordance with applicable work scheduling and leave policies.
- j. Telework as a Reasonable Accommodation (Civilian Employees). Telework may be used as a reasonable accommodation for a current civilian employee or for a new hire with a permanent mobility issue or other relevant disability. If there is ambiguity about the request, supervisors should consult with the Office of Civil Rights, Commandant (CG-00H), the Office of General Law, Commandant (CG-LGL), or both as part of the interactive process established by the Rehabilitation Act. Telework as a method of reasonable accommodation must be identified in the telework agreement and conducted in accordance with Reference (h). When telework is approved as part of a reasonable accommodation and termination of telework is being considered, management must take into account the employee's need for telework to effectively perform their essential functions and whether continued telework would be an undue hardship.
- k. Standards of Conduct. Teleworkers must comply with the Coast Guard Standards of Conduct, COMDTINST M5370.8 (series), while teleworking as well as anytime they are using Government-furnished equipment or access.
- l. Travel Reimbursement. Eligibility for reimbursement for official travel expenses is based on employees' Coast Guard worksite. When employees telework, travel reimbursement from the alternate worksite to the official duty station is not authorized. Eligibility for reimbursement is determined by the servicing travel office using the Federal Travel Regulation and the DHS Chief Financial Officer policy, FMPM Section 7.2, Temporary Duty Travel. For military members, travel reimbursement from the telework location to the PDS is not authorized. There may be some exception to travel expenses reimbursement for military members when pre-approved and in accordance with policy.
- m. Evacuation Pay Authority (Civilian Employees). The evacuation pay authority found at 5 CFR part 550, subpart D, enables the Coast Guard to require an employee to evacuate from their assigned worksite and perform work from a designated safe haven. In the case of a pandemic evacuation, where the objective is social distancing, the safe haven could include the employee's home or an alternative location mutually agreeable to the Coast Guard and the employee. An evacuation order to work from home or another alternative location may be issued without regard to whether the employee has a telework agreement in place at the time the order to evacuate is issued. Although the evacuation pay authority is distinct from the telework program, which is a voluntary workplace flexibility, having a vigorous and well-practiced telework program can better prepare the Coast Guard and its employees to be productive during an evacuation such as a pandemic health crisis or other emergency necessitating the performance of duties from a safe haven.

- n. Foreign Assignment. Telework during assignment to foreign countries shall not be permitted unless favorably endorsed by the first flag officer/SES in the chain of command and approved by the Chief Information Officer or their delegated representative. However, military personnel detailed to other components or agencies will follow the telework policy of the host command. Commands are not authorized to establish remote work arrangements with an alternate worksite in foreign areas without Deputy Commandant for Mission Support (DCMS) approval and Deputy Commandant for Operations (DCO) concurrence.
- (1) Before requesting approval from DCMS, 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.
 - (2) Commands must seek approval from DOS 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, command will use the DOS country clearance process.

20. COMPUTER AND TELECOMMUNICATIONS SUPPORT. The Coast Guard has no obligation or requirement to provide telecommunications resources (e.g., mobile wireless hotspot devices) to support telework. Except as described in Paragraph 20.b. below, the decision to provide or fund telework resources resides with each individual command. All information technology (IT) resources, whether government furnished or personally owned, while being used in an official government capacity when teleworking must comply with Reference (i). Remote access software may be obtained at the following link: <https://www.dcms.uscg.mil/Telework/>. 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. Teleworkers 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 internet service provider or online services to support teleworking arrangements.

a. Government-Furnished Equipment.

- (1) Options for obtaining Government-furnished telework IT resources, based on Reference (j):
 - (a) Teleworkers may be issued a dedicated Coast Guard Standard Workstation (CGSW) laptop, instead of a desktop, for use at the Coast Guard worksite and while teleworking. To furnish laptops for teleworkers with desktops, units can redistribute computers within the command to increase laptop availability or request a laptop through their local IT support staff based on the CGSW desktop recapitalization program.

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.

- (b) For routine telework schedules where teleworkers are away from their Coast Guard worksite for more than two days per week, teleworkers must use Government-furnished equipment as described in Paragraph 20.a.(1)(a) above. If the command is unable to provide CGSW laptops, teleworkers shall adjust their telework schedules to reduce the amount of time away from the office.
- (c) All Government-furnished IT resources, including hardware, software, repair, and replacement costs, will be supported through the normal Coast Guard IT support organizations. To receive the necessary support, teleworkers should contact the Centralized Service Desk through CGFIXIT (<https://cgfixit.osc.uscg.mil/>), at 1-855-243-4948.
- (d) Government-furnished equipment for telework arrangements shall be used solely by the employee/member issued the equipment. Teleworkers issued government furnished equipment for telework arrangements may be held liable for any damage, repairs, or replacement costs, due to neglect, misuse, or inappropriate use by non-government personnel.

b. Personally Owned Equipment and Services.

- (1) While use of personally owned computers is permissible, use of CGSW laptops is recommended to reduce impact on CG bandwidth usage and provide a greater level of security.
- (2) When teleworking 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 telework. Local network connectivity issues associated with teleworkers' 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 (i).
- (4) Employees and military members using personally owned equipment when teleworking waive expectation of privacy when conducting official duties.

21. SECURITY REQUIREMENTS. Telework and access to Coast Guard computers or networks from alternate worksites create security risks for the U.S. Coast Guard's information systems hardware and software infrastructure. Teleworkers must observe proper Information Security (INFOSEC), Operations Security (OPSEC), and/or Communications Security (COMSEC) practices in accordance with Reference (i) while teleworking.

- a. Classified information, in either hard copy or electronic form, is not authorized for access, processing, or storage through alternate worksites. Teleworkers must report home 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. Teleworkers may access and view electronic For Official Use Only (FOUO) information from home worksites. Processing, storing, or printing hard copy FOUO information from home worksites is strictly prohibited.

- 22. FACILITIES SUPPORT. Teleworkers who routinely telework and are away from their Coast Guard worksites for more than two days per week are candidates for sharing offices/workspaces. If a sustainable population of regular teleworkers exists at a location, facility managers may implement an “office hoteling” concept where teleworkers schedule days and share office space and equipment. The planning factors and standards for adapting to accommodate teleworkers are outlined in the Coast Guard Shore Facilities Standards Manual, COMDTINST 11012.9 (series).
- 23. 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/.
- 24. REPORTS. Reports referenced in this Instruction may be requested from the Office of Civilian Workforce Management, Commandant (CG-122).
- 25. 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.
- 26. REQUESTS 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