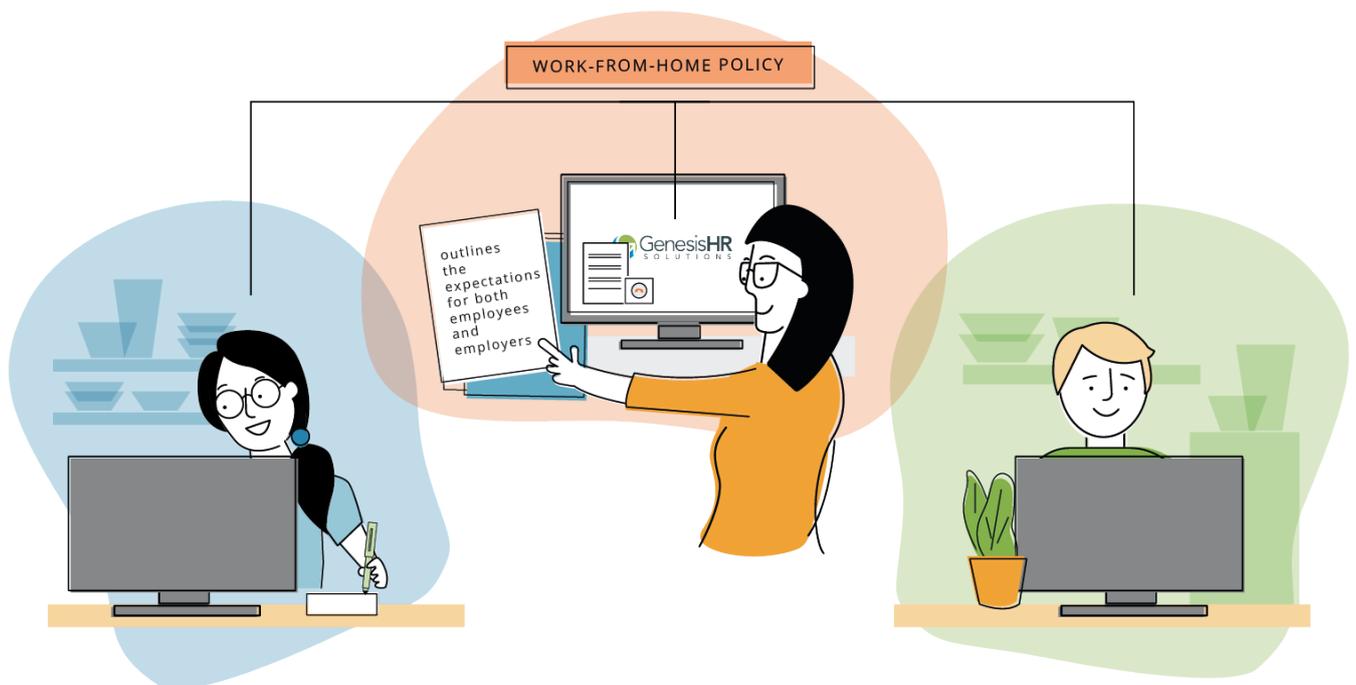


Work From Home/ Flexible Work Policy Guidelines & Templates



Introduction

If you're considering implementing a flexible work or work-from-home arrangement, a comprehensive work-from-home policy is crucial. A written policy clearly outlines the expectations of such an arrangement for both employees and employers, and helps the HR team handle situations when those expectations are not met. The following policy guidelines encompass best practices across many industries; however, we recommend you customize the template to fit your organization's needs and requirements.



Flexible Work Arrangement Policy Guidelines

[Company Name] is committed to supporting work-life balance through various means, including flexible work arrangements (FWA). Successful FWA must be structured in a way that allows flexibility in the time devoted to work while at the same time fostering a culture focused on providing the highest level of client service as well as team collaboration.

This policy describes the procedure for proposing an FWA, outlines factors that will be considered in the approval process, and offers general parameters for FWAs.

FWAs are tailored schedules designed to meet the needs of the employee and [Company Name]. There are both full-time and reduced-hour FWAs. Please note that not all positions will be suited to each of the various FWA options, and no employee is automatically entitled to an FWA. Flexible schedules are approved at management's discretion, based on information provided. FWAs include the following:

- **Flexible Schedule:** A rearrangement, but not reduction of, on-site hours that includes stop and start times of work that fall outside normal business hours: 8:30 a.m. and 5 p.m.
- **Compressed Schedule:** An employee handles a full workload in fewer, longer workdays, instead of a traditional five-day work week. The employee remains responsible for a full workload.
- **Remote Work:** An arrangement under which [Company Name] agrees that for up to eight hours/week some or all of the employee's responsibilities may be handled at home or some other agreed-upon remote location, within the boundaries of licensing, legal, and insurance restrictions, and working through data privacy protection and other considerations. Other than in rare circumstances where permitted by law, a remote work FWA is not a substitute for suitable childcare or other dependent care. Employees must make or maintain childcare arrangements to permit concentration on and full dedication to work assignments during work hours.
- **Part-time Schedule:** Structured as a percentage of a standard full-time schedule. The schedule may or may not fall within regular working hours.

For all of the above, the proposal must explicitly address plans to maintain performance and service standards during hours when the employee is not working. Upon management approval, all FWAs will be documented in an individual FWA Agreement.

Scope and Availability

This section should include the following:

1. Clear direction on how to request an FWA (i.e., submitting a written request and details that should be included in the request)
2. Eligibility requirements, for example, minimum number of regularly scheduled weekly hours, length of tenure
3. Exclusions, for example, certain positions within the organization
 - a. This section may exclude certain positions or departments altogether, or
 - b. May include a general statement that certain positions are not eligible along with a brief explanation for the exclusion (i.e. positions require in-office presence, direct patient care, etc.)

Proposing a Flexible Work Arrangement

This section should include the following:

1. The mechanism to submit an FWA proposal (i.e., Request for Proposal form supplied by [Company name], written request sent to direct manager, etc.)
2. Identify the specific criteria the employee should include in their proposal, for example, if they are looking for a change in hours or workdays, a plan for structuring their workday to meet organizational needs, etc.
3. All relevant factors taken into consideration (i.e. employee's tenure, experience level, performance, whether the type of position can reasonably be performed with an FWA, etc.)

Making a Flexible Work Arrangement ‘Work’

This section should include the following:

1. Requirement to accommodate some flexibility with their FWA to meet client and company needs, such as:
 - a. Considering busy times of the year
 - b. Special projects
 - c. Changing needs of the organization

Duration

This section should include the following:

1. [Company name]’s policy around reviewing the arrangement after an initial period of time
2. Periodic reviews of the arrangement thereafter to ensure it’s meeting both the company’s and the employee’s needs
3. [Company name]’s right to modify an arrangement at any time

Compensation and Benefits

This section should include parameters around compensation, including:

1. Compensation changes for reduced schedules (i.e. at 80% of the standard schedule, he/she would be compensated at 80%)
2. Statement that FWA schedule employees with reduced hours receive prorated PTO and benefits (i.e. at 80% of the standard work schedule, he/she would receive 80% of the allowed PTO and benefits available to employees working 40 hours per week)
3. Frequency of compensation review for FWA employees

Performance Evaluations

This section should include:

1. A statement that FWA employees will be evaluated during the company's standard performance review process
2. In addition to a review of the employee's performance, the FWA will be evaluated to consider all aspects of the FWA (i.e. the extent to which hours worked by the employee are consistent with the agreed-upon schedule and whether the needs of the department, company, and clients are being met)

Non-Retaliation and Equal Employment Opportunity

A standard non-retaliation and EEO statement should be included in an FWA policy to reflect the company's commitment to equal employment opportunities among its workforce as well as a no-tolerance statement regarding retaliation for making an FWA request regardless of whether the request is approved or denied.

Flexible Work Arrangement Proposal Template

Name	
Position	
Date of Hire	
Manager	

Circle the applicable FWA type:

Flexible Schedule Compressed Schedule Remote Work Part-Time Schedule

Overview of the schedule you are proposing and the rationale (e.g., 60% or 80% of a standard schedule, one day per week out of the office, compressed standard schedule, etc.):

Anticipated duration of the flexible work arrangement:

Anticipated impact on your team, if any:

Manner in which the new arrangement will be managed within your group (e.g., cross-training team members, assessing possible resources, phones, etc.):

Plan for maintaining the highest level of client service and flexibility for work demands (e.g., backup child or elder care, networked technology at home, etc.):

Plan for maintaining and building company relationships, professional skills, and achieving career goals (e.g., attend team meetings, attend company meetings/trainings, meet regularly with manager, seek feedback from team being supported, etc.):

Note: [Company Name] expects its remote workers to have an appropriate workspace where the duties can successfully be performed.

When the employee voluntarily opts to work remotely, the costs of the workspace are the employee's responsibility.

Flexible Work Arrangement Plan Agreement

Name	
Position	
Manager	
Effective Date	
FWA Type	

	Monday	Tuesday	Wednesday	Thursday	Friday
Start/End Times					
Work Location					

Anticipated duration of the flexible work arrangement _____

FWA Employee agrees to:

- Take responsibility for internet access at remote worksite
- Take responsibility for remote work site office equipment needs
- Adhere to [Company Name]’s policies and maintaining diligence around data security
- Successfully complete all job duties at an acceptable performance level as determined by management
- Maintain a work schedule that fosters collaboration and regular interaction with colleagues, management, and clients (if applicable)
- To the extent possible, remain accessible during regular business hours of 8:30 a.m.–5 p.m.
- Acknowledge the FWA will be reviewed after 30 days, 90 days, and every six months to ensure the arrangement meets both employee and company needs
- Acknowledge that [Company Name] may terminate the approved FWA at any time, for any reason
- Acknowledge that entering into an FWA is done so voluntarily

By signing below, the employee and manager agree to the FWA Plan outlined above. Failure to comply with this agreement may result in the termination of the approved FWA, and/or appropriate disciplinary action, up to and including termination of employment. I have read and understand this agreement and all its provisions. Your signature below indicates agreement with the FWA Plan.

Employee Signature

Date

Approval Signature of Manager

Remember This

Your flexible work arrangement plan should be **consistent across your company and clearly stated in your company's handbook**. If you're consistent in how you provide the benefit, you can defend it and it will be understood among your employees.

Have a question about remote work and human resources? We're here to help. [To learn more about best practices for working remotely, handling paid time off, building successful benefit strategies, and more, or contact us.](#)

Ready to see how we can help your company?

Talk to our experts to find out how you can benefit from a partnership with Genesis.

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