

NUMBER	TITLE		
<b>A-HRS-12.01</b>	<b>Remote Work</b>		
DEPARTMENT		APPROVAL DATE	DATE LAST REVISED
Human Resources & Safety		April 17, 2023	August 1, 2021

### **Purpose**

To outline the City’s commitment to a workplace that fosters employee productivity and effective operations while providing the flexibility to work remotely where practical and/or necessary.

### **Directive Statement**

The City values its employees and is committed to providing flexibility. Remote Work is one way of providing flexibility, while enabling employees to continue to contribute to the efficient and effective operations of the Corporation.

### **Scope**

All non-union employees, whose positions are consistent with Remote Work, are eligible to request or be considered for Remote Work options. Union employees' terms of employment are outlined in their respective collective agreements.

### **Definitions**

“Ad-Hoc Remote Work” means temporary and short-term project or assignment-based work. This type of Remote Work arrangements shall not exceed two (2) workdays in any given week. This arrangement is not applicable to employees that are approved for a Full-Time or Hybrid Remote Work arrangement. Examples of eligible Ad-Hoc Remote Work assignments may include: focused writing of reports with a deadline; detailed research applicable to a position; regional business meetings conducted virtually, and attending online Learning & Development.

“City” means the municipal corporation of the City of St. Albert or where the context so requires, the area contained within the boundaries of the City of St. Albert.

“Commutable Distance” for the purpose of this directive is the reasonable distance from a Remote Work Location that an employee would be able to commute to the City work facility if the position requires regular, occasional or emergent onsite

attendance. A reasonable commutable distance is recommended to be approximately a 1-hour drive, but approval will be at the discretion of the Director.

“Dependent Care” means the support of persons who cannot meet their own needs, such as children or functionally impaired adults.

“Full-Time Remote Work” means arrangements that require the employee to spend the majority of their work time at a Remote Work Location. The employee will not typically have a dedicated workspace at City workplaces but may have access to Hoteling Stations. These arrangements are typically determined by management where financial savings or other efficiencies are realized with no impact on operations, service levels, hours of work, or productivity of employees.

“Hoteling Stations” means shared workspaces at City workplaces that feature all the furniture and equipment (excluding a computer) required for the position. Multiple employees may have access to the hoteling station and furniture and equipment will be shared. Only one employee will be working in the space at any one time and a schedule shall be created to determine who is working there on any given day.

“Hybrid Remote Work” means arrangements where eligible positions are scheduled to work in a City-owned or operated workplace for part of their work time and work remotely from a Remote Work Location for the remainder of the time. Employees approved for this arrangement will still have a single or shared dedicated space available in a City facility. Employee-initiated requests for Hybrid Remote Work, when approved, shall be scheduled where the majority of their work time in a bi-weekly period will be located at a City workplace location, and the remaining portion in a remote location. Employer-initiated requirements for Hybrid Remote Work schedules will be determined based on facility space availability and operational requirements.

“Remote Work” means any approved work arrangement in which the employee performs their usual job duties at a remote location outside of City owned or operated workplaces within Alberta, either on a full-time or part-time (hybrid) basis.

“Remote Work Location” for the purpose of this directive means conducting work from a suitable site within the province of Alberta, when the work and the location meets the positional, individual and operational criteria as outlined in the remote work guides.

## **Responsibilities**

Executive Leadership will:

1. Review and approve this directive and any exceptions to this directive.

Department Directors will:

1. Review, understand, and communicate this directive to their department.

2. Consider requests, and approve, Remote Work arrangements, or cancel arrangements, on a case-by-case basis according to operational needs utilizing the criteria in the “Expectations/Guidelines” section of this directive.
3. Ensure all approved arrangements are documented in a formal Remote Work Agreement.
4. Ensure consistent application of Remote Work arrangements per defined eligibility criteria in the department and address discrepancies as they arise.
5. Review all Remote Work arrangements in the department annually to align with changes in this directive or operational needs.
6. Review and bring forward to Executive Leadership any supported exceptions to this directive.
7. Incorporate appropriate strategies to provide opportunity for regular in-person connection (work related or team building) engaging both remote and onsite workers within their department.

Managers and Supervisors will:

1. Review, understand, and communicate this directive to their employees.
2. Review employee-initiated requests for Remote Work arrangements, and forward to their director with recommendations on decision making per the Expectations/Guidelines section of this directive.
3. Follow guidance from directors to ensure consistent application.
4. Engage in direct regular, if not daily, contact during the arrangement while employees are approved to work remotely.
5. Identify and review expectations of deliverables and performance while employees are working remotely.

Director, Human Resources & Safety will:

1. Provide advice and interpretation to supervisors, managers, and directors on application of this directive.
2. Review all employer-initiated Remote Work arrangements prior to implementation to ensure that the corporation’s responsibilities to employees are met.
3. Review and amend this directive.

Employees will:

1. Read, understand, and adhere to this directive.
2. Ensure they follow the expectations set out in this directive and the approved arrangement as outlined in their Remote Work Agreement.
3. Maintain contact with their supervisor or other employees as needed to conduct their responsibilities remotely and participate in in-person activities when requested.

## Expectations / Guidelines

### Remote Work Standards

1. Remote Work arrangements may be:
  - a. Employer-initiated where financial savings or other efficiencies are realized with no impact to operations, service levels, hours of work, or productivity of employees.
  - b. Employee-initiated through appropriate request channels, to support work life balance or personal or professional circumstances.
2. All Remote Work arrangements must comply with existing City administrative directives and procedures.
3. Employee salary, benefits or work status will not change as a result of approval to work remotely within an arrangement covered in this directive. Exceptions to this directive, approved by Executive Leadership, may have impacts made directly at an individual employee level.
4. Eligible employees must have successfully completed at least 3 months of the probationary period working in their dedicated workspace at a work facility prior to requesting a Hybrid Remote Work arrangement. Where possible, the employee will be expected to mirror the remote work schedule of their supervisor (if applicable) from the 3 to 6 month period. Employees newly hired into positions identified for Full-Time Remote Work arrangements will begin Remote Work upon start of employment and will be subject to standard Probationary Period expectations.
5. The employee shall make appropriate arrangements for dependent care or any other personal responsibility requirements during work hours, if applicable.
6. In the event the employee transfers to a new position, either within the same department or to a different department, the Remote Work arrangement will be reviewed by the director, to determine if the arrangement should continue and/or if modifications are required.
7. When an employee returns from a short-term disability (STD), long term disability (LTD) or a period of short-term accommodation (modified work arrangements), the Remote Work arrangements previously in effect shall be reviewed to determine if the arrangement should continue or if modifications are required.

### Remote Work Location, Safety, Security and Travel

8. The Remote Work Location must be within Alberta, however for some positions there may be the requirement to be within a Commutable

Distance if regular, occasional or emergent onsite presence is required (see definitions above).

9. The employee's Remote Work Location is to be considered an extension of their primary work location; therefore, the employee must adhere to the City's directives, procedures and guidelines regardless of where they are located.
10. The employee must comply with all health and safety regulations while working at their remote office (e.g., assess space hazards and implement controls, conduct inspections, etc.) and comply with any applicable regulations for offices in the home.
11. Approved Remote Work location arrangements are considered workplaces as it relates to WCB insurance. As a general rule, WCB coverage is confined to the defined workspace in the Remote Work location unless the worker is engaged in an activity that is directly related to the Remote Work.
12. Work files and any City-provided equipment or furnishing in the Remote Work location are the property of the City and the City has the right to claim them at any time.
13. All City systems and information accessed is deemed confidential and proprietary to the City. All confidentiality, privacy, documentation and records requirements, policies and administrative directives must be adhered to while working remotely.
  - a. The employee shall ensure that the workspace within their Remote Work location allows for City of St. Albert records to be secure and kept confidential.
  - b. The employee will ensure that City of St. Albert information cannot be read by a third party on a monitor or laptop screen while accessing this information.
  - c. If an employee is using a personal computer to connect remotely to the City of St. Albert network, they shall ensure that the computer has an account that may be accessed by the employee only, is password protected so that no other persons may access the account, and connects via the designated VPN. No personal computer shall be used to directly connect to the City of St. Albert network.
  - d. If an employee is using and/or transporting City owned equipment (e.g., laptop or computer hard drive) to/from the Remote Work site, they shall ensure the security of the equipment at all times.
14. Travel/vehicle costs to and from a Remote Work Location and a City workspace/site are the responsibility of the employee.

- a. Typically, the time to travel to or from the city facility shall be conducted and planned for outside of the scheduled work hours, unless, on an exception basis:
  - i. The request to be onsite is emergent and requires the employee to leave the Remote Work Location within the scheduled workday, or
  - ii. The total time of the commute and workday exceed 12 hours. In this case, the employee should first consider planning temporary lodging to avoid driving fatigue related to the extensive commute time, or request partial work time to be allowed to conduct some of the commute, subject to director approval.
- b. When travel from a Remote Work location to a city workspace/site occurs, the employee would be expected to remain onsite and complete their day's work at a Hoteling Station or their dedicated workspace, depending on the nature of their work and to maintain efficiency in travel time.
- c. Travel between City facilities or to other locations to conduct City business when operationally required will continue to be subject to the Travel Directive A-HRS-03.14.

15. When scheduled for Remote Work and regardless of Remote Work Location, employees must still be prepared to be called in to the workplace on occasion or when operationally required. In these circumstances, employees may be expected to remain onsite and complete their day's work at a Hoteling Station or their dedicated workspace, depending on the nature of their work and to maintain efficiency in travel time.

#### Requesting Remote Work

16. Employee-initiated requests for Hybrid Remote Work must be made in writing in the provided request form for Remote Work and submitted to the employee's supervisor, who will then forward the request to the department director. Employee-initiated requests for Ad Hoc Remote Work may be verbally requested. All employee-initiated requests will be evaluated and must be approved in accordance with eligibility criteria and operational requirements. Employees cannot request Full-Time Remote Work at this time; all employer-initiated Full-Time Remote Work arrangements must be authorized by executive leadership.

#### Approval and Agreement

16. Department directors shall approve all employee-initiated Remote Work arrangements. Directors may delegate approval of Ad-Hoc Remote Work to managers or supervisors.

17. Directors may impose limits on any Remote Work arrangement, based on operational needs. Requests will be approved only when there will be no

significant disruption to service levels due to the employee's absence and no increase in labour or operational costs.

18. Full-Time and Hybrid Remote Work arrangements shall be subject to a signed Remote Work Agreement. Hybrid Remote Work arrangements shall be reviewed annually or updated as changes occur (e.g., to remote work location). Ad-Hoc Remote Work arrangements can be agreed upon by email, due to the short-term nature of the circumstance.

#### Termination of Remote Work

19. The City may cancel or modify any approved Remote Work agreement as operationally required or where the arrangement is not in the best interests of the City.
20. For employee-initiated Hybrid or Ad Hoc Remote Work arrangements, the agreement may be terminated by the employee or employer at any time, with 14 days written notice. The agreement may be terminated earlier than 14 days by mutual agreement of the employee and employer representative. For Remote Work arrangements terminated by the employee, the employee may apply again in the future subject to approval by the director. For Remote Work arrangements terminated by the employer, the termination shall remain in effect until the factors that caused the arrangement termination have been resolved.
21. For employer-initiated Full-time or Hybrid Remote Work arrangements, the City retains the right to terminate the agreement at any time, with 90 days written notice. The City will review employee requests to cancel an employer-initiated Remote Work agreement but may have limitations related to available workspace in City facilities. Employer-initiated arrangements cannot be terminated by an employee.

#### Additional Guidelines

22. Remote Work guides and supporting documents are available to provide information to employees and supervisory staff on eligibility and operational considerations, implementation guidance, and corporate and safety requirements.

#### Legal References

N/A


#### Cross References

Administrative Directive A-HRS-02.13 Probationary and Progress Review Period  
Administrative Directive A-HRS-03.08 Hours of Work  
Administrative Directive A-HRS-03.14 Travel Directive

Administrative Directive A-HRS-03.19 Overtime and Banked Time  
Administrative Directive A-HRS-04.15 Working Alone

**Attachments**

Hybrid Remote Work Guide for Supervisors  
Hybrid Remote Work Employee Request Form and Agreement  
Full Time Remote Work Agreement

<b>CHIEF ADMINISTRATIVE OFFICER SIGNATURE</b>		<b>CHIEF ADMINISTRATIVE OFFICER APPROVAL DATE</b>	
		<b>04-17-2023</b>	
<b>DATE REVIEWED</b>	<b>NEXT REVIEW DATE</b>	<b>DATES OF REVISIONS</b>	
<b>04-17-2023 – Human Resources &amp; Safety</b>	<b>09-01-2024 – Human Resources &amp; Safety</b>	<b>08-01-2021</b>	










# A-HRS-12.01 Remote Work

Final Audit Report

2023-04-19

Created:	2023-04-17
By:	Laura Horton (lhorton@stalbert.ca)
Status:	Approved
Transaction ID:	CBJCHBCAABAA6V2i3WGq6veGbL-M7k0aEv-_cc9nhhTe

## "A-HRS-12.01 Remote Work" History

-  Document created by Laura Horton (lhorton@stalbert.ca)  
2023-04-17 - 2:18:13 PM GMT- IP address: 199.185.226.4
-  Document emailed to wfletcher@stalbert.ca for approval  
2023-04-17 - 2:18:38 PM GMT
-  Email viewed by wfletcher@stalbert.ca  
2023-04-17 - 4:38:23 PM GMT- IP address: 104.47.75.254
-  Email viewed by wfletcher@stalbert.ca  
2023-04-19 - 5:31:33 PM GMT- IP address: 104.47.75.254
-  Signer wfletcher@stalbert.ca entered name at signing as William Fletcher  
2023-04-19 - 5:31:54 PM GMT- IP address: 199.185.226.4
-  Document approved by William Fletcher (wfletcher@stalbert.ca)  
Approval Date: 2023-04-19 - 5:31:56 PM GMT - Time Source: server- IP address: 199.185.226.4
-  Agreement completed.  
2023-04-19 - 5:31:56 PM GMT

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