COVID-19 POLICY

Remote work

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Department   Office of the COO

Approved by   Marissa Madrigal, Chief Operating Officer

Policy approval:

(signature)

Marissa Madrigal, Chief Operating Officer

July 20, 2021

Date

Policy updated July 13, 2021 to allow for limited in-person voluntary activities for employees who currently working remotely. See the COVID-19 procedure document for in-person activities for remote work employees for requirements and guidelines when planning for and conduciting these events.

ABOUT THIS POLICY

Metro seeks to responsibly respond to changing public health concerns in the metropolitan region by providing remote work provisions with the intention of promoting public health and the health and safety for employees working at home and for essential employees who must report to sites.

APPLICABLE TO

All employees including regular status, seasonal, limited duration, variable hour employees and interns.

This policy replaces the Temporary Remote Work Policy – COVID-19 dated October 30, 2020.

Where provisions of an applicable collective bargaining agreement directly conflict and/or are more advantageous to the employee, the provisions of that agreement will prevail.

DEFINITIONS

COVID-19 Remote Work: a temporary remote work arrangement that is required by Metro to protect public health during the COVID-19 pandemic. Many employees are required to work outside their primary worksite, usually at home, on a regular basis for all their regular work hours. Some employees are on a partial remote work schedule and remote work for specific projects.

Remote work: any work arrangement that allows employees to work outside of their primary Metro worksite, usually at home, on a regular basis, at least one day a week.

Routine remote work: work that is a regular and recurring part of the employee's work schedule.

Temporary remote work: a short-term work arrangement with a specific term or duration. Temporary work arrangements may be in response to a regional emergency situation such as inclement weather, air quality or public health crisis.

GUIDELINES

Expectations and conditions

Remote work requirements under this policy will be guided by the following parameters:

During the COVID-19 pandemic, Metro authorizes employees to remote work whenever possible. Managers will communicate to employees when business needs require employees to work on site. Employees may report to a work site where there is available capacity at their own request and with supervisor permission.

a. All applicable Metro polices, performance and conduct expectations still apply to employees while remote working

b. Metro employee who have been working remotely may meet for job related in-person events if the interaction complies with the guidelines set forth in the COVID-19 Voluntary in-person activities procedure.

c. Interactive activities and those where employees share equipment are not allowed.

Equipment and workspaces

The employee is responsible for establishing an appropriate work environment. Metro will assist employees to establish a safe workplace at their primary remote work location as outlined in this policy.

- Remote workers should review the ergonomic self-assessment guidelines provided by SAIF and OSHA. Resources can be found on the MetroNet under Services>Safety and Risk management>Ergonomics.

- If you need additional ergonomic assistance, please notify your supervisor of the need and contact the Safety and Risk Management division for resources and assistance.

- In the event of an injury during remote work hours, the employee must immediately report the injury to their supervisor. Supervisors should then immediately contact the Safety and Risk Management division for guidance and Human Resources on any workers' compensation or other applicable benefits or laws that may apply to the injured worker's situation.

A. Metro will provide standard equipment to employees while remote working during COVID-19. Employees can request standard equipment from their supervisor. Standard equipment generally consists of: chair, monitor, mouse, keyboard, and Metro issued laptop. This equipment remains Metro property and will need to be returned on request. Employees may be asked to participate in business processes and functions to record equipment for inventory and record keeping best practices.

B. Metro may provide special equipment to employees while remote working during COVID-19 at Department Director discretion. Special equipment can include additional monitors, headsets, video cameras for online meetings, printers or desks. Employees can request special equipment

in writing to their Department Director. This equipment remains Metro property and will need to be returned on request.

C. Metro will provide a monthly stipend of $50 for internet, basic office, and printing supplies to employees who are required to remote work. Employees will opt out if they do not wish to participate in this stipend. For projects that require office supplies over $25 employees should work with their supervisor to purchase them with Metro funds.

D. Departments should evaluate employees' work requirements and identify individuals who qualify for a temporary business phone. This may include employees working on site who need access to participate in meetings with remote workers from locations physically distant to other on-site employees.

Technology

A. All technology purchases (standard or special, hardware or software) must be processed by Metro's Information Services department. The costs of required software licenses and other applicable expenses will be charged to the employee's department.

B. Metro-owned software may not be duplicated.

C. Employees are responsible for exercising all due care to prevent damage to or theft of Metro property in their care, custody or control. Metro may require employees to reimburse Metro for the replacement of equipment if the equipment is intentionally damaged.

D. The employee is responsible for protecting the integrity and confidentiality of copyrighted software and sensitive Metro data and following guidelines outlined in Metro's Information Security Policy. For positions that have security and/or confidentiality requirements, procedures must be established and followed to ensure confidential information is protected including a locked or secure workplace, computer access passwords and restricted use of files on remote work computers. Employees should not use public or unsecured internet.

E. Restricted-access materials may not be removed from Metro premises without the supervisor's advance approval. For positions that have security and/or confidentiality requirements, procedures must be established and followed to ensure confidential information is protected including a locked or secure workspace or filing/storage cabinet. Files and other confidential materials should not be stored in unsecure areas including vehicles.

F. Remote working employees must comply with all applicable Metro policies and procedures regarding Information Technology: Acceptable Use and Records and Information Management (RIM) policies.

G. "Incidental personal use" of Metro systems is allowed. See the Information Technology: Acceptable Use Policy for more information.

RESPONSIBILITIES

Employees

* Work with your supervisor to determine your remote work plan, standards, performance expectations, and healthy office set up.

* Remote working employees must comply with the performance and conduct standards for their position including timekeeping, FLSA requirements, Metro's work schedules policy, and

standards established by the Information Services Department; and all other Metro policies and procedures including temporary COVID-19 policies.

- Report injuries during remote work hours to your supervisor.

- Participate and complete tasks to record and track equipment and other Metro-owned assets and property.

- If desired, propose in-person work activities or request to work on site.

Supervisors

- Supervise remote working employees to ensure compliance with all applicable policies, performance and conduct expectations.

- Ensure all your employees are remote working unless the work can only be performed in person.

- Track Metro-owned equipment in employees' possession and ensure it is returned to Metro when the employee leaves service.

- Schedule and attend regular meetings and check-ins with employees and encourage participation in Metro-offered courses that provide training in skills needed to complete remote work successfully and benefit and wellness offerings to support a remote-work arrangement.

- Contact Safety and Risk Management for any injuries reported during remote work hours.

  - Ensure that employees who complete their work virtually are not pressured to meet in person. Ensure that adverse employment impacts do not occur for employees who choose not to attend optional in-person work meetings.

  - Approve in person work requests.

Department Directors

- Review and approve flexible schedule requests as required and in alignment with business needs.

- Review employees current responsibilities and needs for a business phone or stipend temporarily during COVID-19.

- Approve special equipment requests. Consider sustainability when reviewing new equipment purchases. The responsible authority for determining a surplus strategy for these assets (EO 65) has delegated that authority to department directors (donation, recycling, disposal, etc).

- Ensure supervisors are tracking Metro owned equipment in employees' possession.

Human Resources Department

- Provide assistance and guidance as needed. Act as a resource for interpreting COVID-19 Remote Work Policy.

- Provide and communicate training, benefit and wellness resources to supervisors and employees to support healthy and productive remote work.

- Provide guidance and manage remote workers' compensation claims.

Information Services Department

- Publish equipment and software standards, guidelines for remote access and security protocols as needed in support of the remote work program.

- Set up, audit and close out remote access systems to ensure consistency with technical standards and security protocols.

REFERENCES

Metro policies are available at oregonmetro.gov/employeepolicies

Conduct Expectations

Metro Resources: Acceptable Use policy

Work Schedules Policy

Information Technology: Acceptable Use policy

Information Security policy

Records and Information Management policies and procedures

Executive Order No. 65: Disposal of Surplus Metro Property