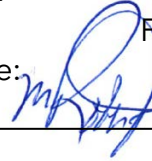


Remote Work Arrangements

Effective Date: March 23, 2022

Last Revised: February 6, 2025

CAO Signature:



Policy Statement

1. The City of Pitt Meadows supports flexibility in employee work arrangements wherever possible and practical to do so without compromising operational effectiveness or efficiency, or employee health and safety.
2. A Remote Work Arrangement (“RWA”) is an opportunity for employees to perform work at a remote site for part of an employee’s work week and in which all requirements of the position are still fulfilled. Remote work is a privilege and not an employment right. No employee is entitled to, or guaranteed this opportunity. This is a management decision that will be approved on a case by case basis. This policy will be reviewed periodically and may be amended or revoked at any time with 10 days notice.

Purpose

3. This policy will assist the City to attract and retain a diverse and talented workforce, encourage higher productivity, reduce the environmental impacts of commuting and alleviate office space challenges as well as improve the ability of the City to continue business operations during emergencies. This policy supports the City’s strategic priority of Corporate Excellence – including the tenets of Corporate Culture, Employee Excellence, Responsiveness and Accountability.

This policy outlines the criteria, guidelines and expectations applicable to employer approved Remote Work Arrangements.

Scope and Eligibility

4. This policy is primarily for full-time regular employees, however City employees in regular, temporary full-time and part-time positions (greater than .6 FTE), whose

job duties, in whole or part, can be carried out effectively in a remote arrangement may be eligible to participate.

5. Eligibility in some areas may be limited due to staffing levels, the necessity to conduct work onsite at City facilities or out in the community and/or the nature of the work and operational demands.
6. This policy does not apply to requests for reasonable accommodation due to medical requirements. These types of arrangements will be considered on a case by case basis, please contact your Manager or Human Resources representative for support.

Exclusions

7. If an employee moves into a different position, the remote work arrangement must be reviewed. An existing arrangement is not a guarantee of a future arrangement.
8. Remote work arrangements will not extend to the following:
 - (a) Travel where the intent of travel is personal/pleasure.
 - (b) Positions requiring an in-person presence, as determined by the manager.
 - (c) Employees exhibiting performance concerns and/or are on a performance management program/plan may not be eligible for an RWA.
 - (d) Employees demonstrating attendance issues.
 - (e) Part time employees working .6 FTE or less.

Approval Process

10. Employees must request approval from their Director and/or CAO prior to being eligible to work under a RWA. Employees shall complete the RWA Request Form (Appendix 1 as attached or accessed through DM 165094) to obtain and document the necessary approval. The form must be submitted to HR for record.
11. The RWA form includes a specified remote location i.e. the employee's residence. Any change in remote work location (be it temporary or permanent) must be approved in advance.

Suitability of an RWA will take into consideration relevant factors such as the following:

- (a) Maintaining the high service levels;
- (b) Voluntary for employees;
- (c) Whether the employee has work that can be completed away from the employee's regular worksite without impacting service levels or other employees;
- (d) The type of tasks and if work output can be quantified/measured;
- (e) The business and operational needs of the employee's department or team and the effect on customers and other employees (must have no negative effects);
- (f) Whether the employee had demonstrated an ability to work independently and with little oversight;
- (g) Other relevant factors or circumstances. The City will determine the appropriateness and suitability of a remote work arrangement, and has sole discretion to approve such a request.

Employees who have received approval to work under a RWA are required to report to their City of Pitt Meadows worksite a minimum of five (5) days every two weeks (50%) or more as operationally required.

Employees that choose and are approved to work more than 40% remotely may be required by the employer to participate in hoteling, and may not have exclusive access to their own workspace.

Managers will refer to the RWA Considerations document (DM 165136) to work through planning aspects associated with the remote work arrangement within their department.

After approval, a 3 month trial period will be in place to assess effectiveness and effects. Schedules should be reviewed regularly thereafter to allow managers to assess new factors that could affect the ongoing viability of the arrangement.

A RWA outside of the criteria and guidelines established in this policy will only be approved after consultation with the Chief Administrative Officer.

Any/all arrangements may be modified or cancelled at the discretion of the Director and/or CAO at any time, for any reason, by providing 10 calendar days' written notice to the employee. Similarly, an employee may choose to terminate the arrangement at any time, for any reason, by providing 10 calendar days'

written notice to the employer. When the individual returns to the workplace full-time, any City equipment and/or materials must also be returned.

Guiding Principles

12. Principles of Remote Work Arrangements:

- (a) Voluntary, a privilege and not a right;
- (b) Employees must report to their City of Pitt Meadows worksite a minimum of five days (5) per two weeks. For part-time staff that work 3 days/week or less ($\leq .6$) a Remote Work Arrangement is not an option;
- (c) Must be indistinguishable from on-site work;
- (d) The operational/business needs of the City remain the priority. The arrangement must align with the office or department's goals, including productivity and service to internal and external customers;
- (e) No additional costs shall be incurred as a result of a remote work arrangement;
- (f) The policy is without precedent or prejudice to any other policies, provisions, or practices; it does not alter or replace the terms of an existing employment contract. All relevant workplace policies and guidelines, legislation, collective agreements and Terms and Conditions of Employment will continue to apply;
- (g) Supportive of shared or common workspaces when working at City facilities (e.g. sharing workstations on alternate days).

13. Performance Guidelines

- (a) A remote work arrangement should not impede an employee's ability to complete regular work functions and duties, including communicating with customers, colleagues, supervisors, direct-reports, and other contacts;
- (b) Employees must stay current with relevant work issues and events as they would while attending the regular worksite;
- (c) Employees must keep their exempt manager or designate regularly informed on the progress of work in the manner requested by that exempt manager or designate and secure support, advice, and direction as needed;
- (d) Evaluation of remote work will be consistent with that received by employees working at a City of Pitt Meadows regular worksite.

14. Operational Guidelines for Remote Work

- (a) In order to work from home, the employee must have a safe environment that is conducive to productive work as well as the necessary computer equipment to perform their work. Additionally, the employee must have a personal phone and reliable internet accessibility during working hours for business use.
- (b) The regular daily and weekly hours of the position will remain unchanged as a result of any Remote Work arrangement, unless otherwise specified or varied. If an employee is found to have made false reports on their recorded time, they may be subject to discipline up to and including termination.
- (c) Employees must be available for contact (by phone, email, or videoconferencing) during the day to ensure service continuity. Employees should ensure that the manager is aware of any times when the employee may not be available while working remotely and that the manager has approved such unavailability.
- (d) Employees must be available to report to a City of Pitt Meadows regular worksite on remote workdays at any time or as and when required by the City to attend meetings, training, or other events.
- (e) Employees working at a remote location must ensure a professional and productive workspace free of distractions. Working at a remote location is not a substitute for childcare or other personal obligations.
- (f) Employees will make every effort to maintain the quality and volume of work equivalent to being on site. Managers, together with the employee, will develop a work plan where a remote arrangement is appropriate and approved. Employees will check in with their manager on a regular basis.
- (g) The employee is responsible for providing adequate workspace, furnishings (desk, etc.) and equipment (dedicated phone, printer, etc.) while working from home. The City will not be responsible for costs associated with the setup of the employee's remote workspace, such as remodeling, furniture, or lighting, nor for repairs or modifications to the space.
- (h) No remote working expenses are reimbursable eg. WiFi, homeowner or tenant insurance, heat, hydro, etc. You will be provided with basic office supplies as appropriate and necessary.
- (i) An employee is not permitted to conduct remote work outside of their approved location (eg. out-of-province or country), unless extenuating

circumstances are presented and pre-arrangements have been authorized by the director and/or CAO; and approval notification provided to IT.

- (j) Working from home may have tax implications. The Employee is responsible for working with CRA to obtain the information they need. Remote work is optional; so the City will not need to complete CRA's form T2200.
- (k) The City of Pitt Meadows will not be responsible for any novel personal injury or property damage claims that may occur at the remote work location that are not related to work. The review of any WorkSafe BC insurance claim will be on a claim by claim basis.
- (l) An employee remains liable for injuries to third parties that occur on the employee's premises. Meeting clients and in-person meetings are not permitted at the employee's home.
- (m) Where an employee travels to and from a worksite, whether it be from their regular place of work, or remote place of work (i.e. an employee's home) the claims must be the most economical. Therefore, it is the lesser of the actual distance travelled from remote site or distance from the worksite to the destination that is reimbursed.
- (n) Travel time from Pitt Meadows worksite to remote worksite is not considered work time.
- (o) Employees will immediately communicate with their Manager (or designate) and IT should they experience technological difficulties preventing them from performing their duties so that alternate duties or arrangements can be made. Should unforeseen problems prevent an employee from working at the remote location, they may be requested to attend to work at their regular worksite as immediately as possible. In the event an employee must attend work at the regular work site for any reason on a day scheduled for remote work, the City will not be responsible for any mileage or transportation expenses.
- (p) Employees continue to be bound by the Freedom of Information and Protection of Privacy Act, and records management standards of the City, and will abide by the protocol established in the '*Records Management and Protection of Privacy When Working Remotely*' document.
- (q) At the end of the Remote Work arrangement, you must return all City owned equipment and arrange for the prompt disconnection of City-provided services, which were provided for the purpose of remote work. All confidential information must be promptly returned.

15. Information Technology Guidelines

The City provides all employees the necessary tools and equipment needed to perform their duties at City facilities. A remote work arrangement will need to meet technology requirements as determined by City IT. If personal devices are unavailable, and equipment is needed to perform remote work, employees should make this request on the RWA Request Form. IT will work with department managers to allocate technology, and approve the temporary issuance of additional shared technology needed for remote work, as available.

Managers and employees should ensure that if remote work is being considered, computer hardware, software and network requirements can be met. In many cases, programs and city-specific applications can be accessed remotely through a secure login from a personal computer.

- (a) Prior to any work from home arrangement staff are to contact the Information Technology department for approved methods of remote connectivity.
- (b) Any equipment, software or other IT infrastructure provided to staff in connection with remote work, must be used consistently with the City's policies, practices, rules, and guidelines.
- (c) Use of the City's computers, computer networks and software by non-employees is strictly prohibited.
- (d) Staff will keep all network login information confidential. This includes never sharing this information with other staff or family members.
- (e) All non-City owned computers connecting to City networks via remote access must have fully up to date antivirus software installed on them. Non-City owned computers connecting to City networks should be used in cautious and reasonable ways to ensure the security of City systems.
- (f) Personal email accounts must not be used to transfer City information and staff must ensure that all proprietary City information continues to reside on secure City servers or alternate locations which have been pre-approved by City IT.
- (g) Employees are to immediately report any suspected cybersecurity incidents or inadvertent disclosure of confidential or PII to City IT and to the Administrative Services Department.
- (h) Personal internet connectivity is the responsibility of the employee. Connection speeds of at least 100 Mbps is highly recommended to have a reasonable remote work experience. 1Gpbs is optimal. City IT will not be responsible for troubleshooting home internet connections.

- (i) No onsite IT support will be provided to staff working remotely.
- (j) When support for any City of Pitt Meadows computer equipment that is not located on City facilities requires physical access to equipment by IT, employees are responsible for physically transporting that equipment to IT.
- (k) All City equipment borrowed by staff remains the property of the City of Pitt Meadows and must be returned at the end of the remote work arrangement clean and free of any damage.

16. WorkSafe BC Requirements while working remotely

- (a) The Employer is responsible to provide safety guidelines and procedures and is committed to ensuring that remote work sites are safe. The Employee has an onus to ensure that their remote workspace is safe, appropriately functional and free from safety hazards.
- (b) The City will provide each employee with a safety checklist that must be completed and reviewed with the manager before the remote work arrangement can proceed. At a minimum, employees working remotely will utilize this safety checklist to assess their workspace for any hazards and dangers that could foreseeably affect themselves, and to confirm that their remote workspace is safe, healthy and ergonomically sound.
- (c) It is the Employee's responsibility to maintain the remote worksite in accordance with all applicable Occupational Health & Safety regulations. The employee must have a personal first aid kit.
- (d) Employees working remotely must develop their own remote office work location protocols for evacuating from the workspace to a safe location if needed and know who to contact in case of emergency. Employees working remotely must follow safe practices and report all work-related injuries, incidents, or accidents to their manager within 24 hours or at the earliest reasonable opportunity.
- (e) Employees on a remote work arrangement will be covered by WorkSafe BC for job-related injuries that occur in the course and scope of employment while working remotely. CPM will not be responsible for any injuries that may occur at the remote work location that are not related to work.
- (f) The Employer reserves the right to inspect the workspace at a time that is mutually agreeable to the parties to ensure the location meets WorkSafe BC requirements. If the workspace is unsafe and cannot be made safe, the City may refuse or revoke the employee's RWA.
- (g) WorkSafe BC matters in these situations will be treated similarly to injuries occurring at the regular workplace. Any concerns regarding safety may be

reason to immediately terminate the possibility of remote working, should the issue not be corrected in a reasonable period of time.

- (h) Should an Employee be working alone where assistance would not be readily available, a check-in system (required by the Occupational Health and Safety regulations) must be implemented.

Related Policies

17. Other related policies include:

- (a) Travel Expenses - Policy A034
- (b) Occupational Health & Safety Program - Policy A025
- (c) Ergonomics Program - Policy A024
- (d) Acceptable Use of Information Technology - Policy A009
- (e) Mobile Client Computing Technology - Policy A002
- (f) Network Access - Policy A011
- (g) Computer and Network Data- Policy A012
- (h) User Accounts - Policy A013
- (i) Computer Hardware/Software Acquisition and Use - Policy A010
- (j) Records Management - Policy A014
- (k) Records Management & Privacy Protection When Working Remotely Protocol Sheet

Request Form & Approvals – Remote Work Arrangement

Employee Name: _____ Employee’s Position: _____

Manager Name: _____ Manager’s Position: _____

SECTION A – Completed by employee

Remote Work Area Address: _____

Phone Number: _____

Describe Workspace:

- I have all the furniture and space needed to work effectively from home.
- I have all the equipment needed to work effectively from home.
- I am requesting to temporarily borrow equipment from the City to work effectively from home.

Describe equipment needed: _____

- Remote Work Orientation and Safety Checklist* (Appendix 1A) has been completed and is attached.
- I am requesting to work _____ days per two weeks remotely.
- Proposed Remote Work schedule: _____
- I understand that if I choose and am approved to work more than 40% remotely, I may be required by the employer to participate in hoteling, and may not have exclusive access to my own workspace.

What are the primary functions of my role: _____

Names and positions of my reports: _____

How will these functions be effectively delivered within the arrangement? _____

Any issues with hours of operation, schedules and coverage requirements? _____

Benefits & Impacts:

Group	Benefits	Impact	Suggestions for Dealing with Impacts
Customers & Clients			
Colleagues & Peers			
Manager/Supervisor			
Direct reports			

Signed Acknowledgment:

I, _____ (name) have read and understand the City’s Remote Work Arrangements policy including that this arrangement can be cancelled or suspended by my Director or CAO at any time.

I will begin my Remote Work Schedule on: (_____date).

I agree to abide by Remote Work Arrangements Policy. I understand that failure to adhere to the guidelines set forth in this policy will result in my removal from participating in the program.

Additional Comments:

Signature of Employee: _____ **Date:** _____

Appendix 1A – Remote Work – Orientation and Safety Checklist

This checklist is to be completed by an employee who will be working remotely, and is to be reviewed with their supervisor/manager (or designate) before the employee begins remote work. If there are health and safety deficiencies noted when this checklist is completed, they must be rectified by the employee before beginning remote work.

Employee Name: _____ Date: _____

Department: _____ Position: _____

Supervisor/Manager: _____

Remote Work Address: _____

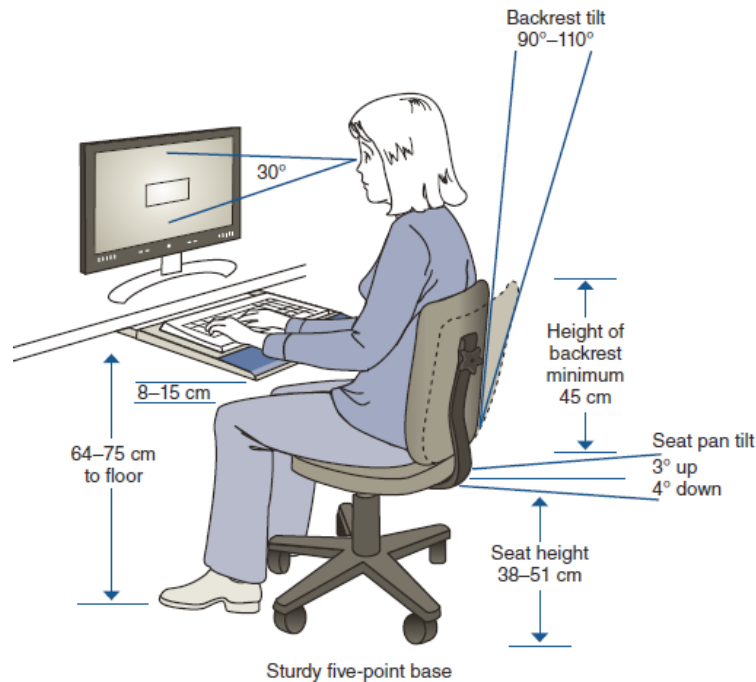
Remote Work Contact Number: _____

REVIEW OF REMOTE WORK SPACE	Y/	COMMENTS
Privacy and Confidentiality		
Do you have a work area where you can work without disruption?		
Have you ensured that others in your remote location are aware of your remote work arrangements to avoid interruption and maintain confidentiality of your work?		
Have you ensured that your work activities and commitments are separated from personal responsibilities?		
Have you established appropriate remote processes to ensure the protection of City records, especially those that contain personal and confidential information, from unauthorized access and disclosure (please see 'Records Management and Protection of Privacy When Working from Home' Protocol)?		
Access and Egress to The Remote Work Location		
Are any stairs and walkways leading to your premises in good condition and free of slipping or tripping hazards?		
Fire Protection		
Is there a working smoke detector and carbon monoxide detector (if applicable) located on each level of your remote work location?		

Emergency Preparedness		
Do you have ready access to emergency contact information including 911, first aid, and supervisor/manager (or designate), etc.)		
Do you have an evacuation plan for your remote location that outlines where to muster?		
Do you have basic first aid supplies?		
Working Alone		
Do you have a Working Alone – Working Remotely Check-In Procedure in place to ensure that your well-being is being regularly checked on while you are working remotely?		
ITEM	Y/N	COMMENTS
Office Area		
Do you have enough space to perform your work safely? Is there adequate work space on your desk (or alternate work space) and sufficient room for your chair?		
Are halls, doorways, corners, stairs, work areas, and exits free of obstructions and tripping hazards?		
Are phone lines & electrical cords secured and out of the way?		
Is your work area well-lit to ensure good visibility?		
Heating and Electrical		
Are there appropriate levels of heating, lighting, and ventilation in your remote work location to ensure a safe and healthy working environment?		
Are there enough electrical outlets in the work area with sufficient capacity to avoid overloading?		
Is all electrical equipment free of recognizable hazards such as frayed or loose wires?		
Are electrical cords double insulated and/or equipped with three-prong plugs?		
Are surge protectors, with a built-in circuit breaker, used for computers, printers, etc.?		
Ongoing Review of Remote Workspace		
Do you understand that if any changes occur to your work space or arrangements, or you become aware of new hazards that may require a reassessment of your remote work space, you must notify your supervisor/manager immediately?		

Reporting of Incidents and Injuries		
Do you know who your designated first aid attendant is?		
Do you understand that injuries sustained while working remotely must still be reported as soon as possible to your supervisor/ manager (or designate) and your designated first aid attendant?		
Do you understand that any incident or near miss incident that occurs while working from your remote work space must be reported as soon as possible to your supervisor/manager (or designate)?		

Ergonomics		
Are you stretching regularly and taking micro breaks?		
<p>Computer set-up (see picture below for guidelines):</p> <ul style="list-style-type: none"> • Is your laptop /computer screen elevated to your eye level? • Is your keyboard and mouse at the same working height? • Are your elbows bent at 90 degrees or slightly greater to enable shoulders to be relaxed and wrists straight? • Do you have a suitable and ergonomically-adjusted chair that allows for neutral position with feet flat on the floor or slightly elevated with a foot rest? 		



Remote Work Policy		
Have you read and understood the City of Pitt Meadows Remote Work Policy?		

Employee Signature: _____ Date: _____

Manager / Supervisor Signature: _____ Date: _____

- Copy provided to employee
- Original sent to HR: Placed in Employee File