

*This resource is a sample telecommuting policy. Employers may adapt this sample policy to meet the needs of their workforce as necessary.*

*For more resources on flexible working arrangements and business resilience go to [www.tafep.sg](http://www.tafep.sg)*

## **Sample Policy for Telecommuting Scheme**

### **I. Objective of the Scheme**

The telecommuting scheme enables employees to work at home or in [\[insert applicable alternative locations here, if any\]](#). for all or part of their workweek. [\[Organisation Name\]](#) considers telecommuting to be a feasible flexible work option when both the employee and the job fun have been assessed to be suited to this arrangement. Telecommuting may be appropriate for some employees and job roles but not for others. Telecommuting is not an entitlement, or a company-wide benefit. Entering a telecommuting arrangement does not alter the existing terms and conditions of employment between the employee and [\[Organisation Name\]](#).

### **II. Work Hours**

Employees on a telecommuting scheme will continue to adhere to the agreed upon workdays, work hours and daily start and end times as detailed in the employment contract with [\[Organisation Name\]](#).

[\[alternative clause, if applicable\]:](#)

Employees may stagger their workday start and end times and retain the core hours of [\[insert time range here \(e.g. 10.30am-4.30pm\)\]](#), with the pre-approval of their supervisor and if there are no disruptions to deadlines or other work commitments. This start and end time will apply for the entire period of the telecommuting agreement.

### **III. Expectations During Work Hours**

Employees on a telecommuting scheme should be available during office hours, meet deadlines and complete projects with excellence and maintain communication with supervisors, co-workers and all other stakeholders as required.

All existing communication standards within the workplace at [\[Organisation name\]](#) including timely responses to emails and phone calls will apply to telecommuting employees. Employees are expected to respond to phone calls and emails within one working day on telecommuting days unless otherwise agreed upon with their supervisors.

If necessary, break times and lunch time may be pre-arranged between the telecommuting employee and their supervisor to ensure a timely response and coverage of duties.

Where necessary, employees on a telecommuting arrangement may be required to come into the office for meetings on a regular basis [\[specify frequency here, e.g. weekly, bi-weekly etc\]](#).

Employees of [\[Organisation name\]](#) on a telecommuting arrangement should not work at other jobs, run their own businesses, or act as a primary caregiver during their scheduled work hours. Failure to fulfil normal work

requirements, both qualitative and quantitative, may be cause for disciplinary action or termination of the telecommuting arrangement and/or the employment relationship.

All telecommuting arrangements are granted on a temporary and revocable basis and may be discontinued by [Organisation name] at any time and for any reason. In addition, an employee may choose to discontinue participation in telecommuting at any time.

#### **IV. Office Equipment & Reimbursement**

[Organisation name] will provide the necessary equipment and/or reimburse the employee for the use of their own equipment as part of the telecommuting arrangement, e.g. laptop, printer, internet access, etc, in line with the organisation's policy.

Equipment and resources provided by the organisation should only be used for work, unless otherwise indicated.

[additional clause, if applicable]:

Reimbursement for use of the employee's own equipment and/or utilities will be based on [insert reimbursement rate] (e.g. itemised breakdown of usage and original receipts submitted / flat rate per month / % reimbursement of actual receipt, etc.), according to the organisation's policy.

[additional clause, if applicable]:

Where possible, employees may have their office phone calls forwarded to their home phone or mobile phones or provide their mobile phone numbers directly available to their supervisors, co-workers and clients.

#### **V. Security**

[Organisation name] will provide secure access to all systems and data required by the telecommuting employee to carry out their standard work functions. This includes but is not limited to email and other internal systems such as shared servers.

[Organisation name's] IT department will retain administrative rights and access to install and/or remove software and other applications for security reasons.

#### **VI. Safety**

Telecommuting employees are required to maintain their workspace in a safe manner and ensure there are no safety hazards present. Employees are covered under the Work Injury Compensation Act (WICA)\* wherever they work, including from home. If the employee is injured in an accident arising out of and in the course of work, the employer is liable to compensate.

Nonetheless, the onus is on the employee to prove that the injury was sustained arising out of and in the course of work, and not while performing non-work activities. Telecommuting employees should notify the employer of such injuries as soon as possible.

*\*For details on categories of employees who are covered under WICA, please refer to:*

<https://www.mom.gov.sg/workplace-safety-and-health/work-injury-compensation/who-is-covered>

[additional clause, if applicable]:

[Organisation Name] will provide each telecommuting employee with a safety checklist that must be completed at least twice per year.

## **VII. Eligibility**

Employees requesting a telecommuting arrangement must be employed with [Organisation Name] for a minimum of 12 months of continuous, regular employment and have a satisfactory performance record.

Before entering into any telecommuting agreement, the supervisor with the assistance of the human resource department, will discuss the potential arrangement with the employee, and evaluate the suitability of the arrangement based on the following criteria:

- Employee suitability: The supervisor will assess the needs and work habits of the employee and evaluate if these are compatible with the traits needed for successful telecommuting.
- Job responsibilities: The supervisor will discuss the job scope, responsibilities and determine if the job is suited to a telecommuting arrangement.
- Infrastructural requirements: The supervisor will assess if the necessary equipment needs, physical workspace designs, and work scheduling requirements can be adequately met, such that business operations continue unimpeded.

## **VIII. Performance Appraisal**

The evaluation criteria of the telecommuting employee's performance will be consistent with that of employees working at the office.

The supervisor and the employee must have a mutual understanding of what constitutes a successful performance of the job and mutually predetermined performance criteria, i.e. timebound measurable outcomes and deliverables will be used to measure job performance.

## **IX. Pilot Period**

When deemed necessary by the supervisor and the human resource department, [Organisation name] may require a three-month trial period. The pilot period will commence upon the signing of the telecommuting agreement by all parties.

The evaluation of the telecommuting arrangement and employee suitability for the scheme will include regular interaction (phone and e-mail) between the employee and the supervisor, and weekly face-to-face meetings to discuss work progress and problems (teleconferencing may be used at the supervisor's discretion).

At the end of the trial period, the employee and supervisor will be required to complete an evaluation of the arrangement and make recommendations for continuance or modifications to the arrangement