August 4, 2021

Board Memo 054-2021: USPS Issuance of Updated Telework Program for Eligible Non-bargaining Employees and PCES

Executive Board,

USPS Headquarters has issued a management instruction regarding a telework program for eligible nonbargaining employees and PCES. The telework program policy has now been updated for those eligible to telework up to three days a week as approved by their vice president or executive. It also allows for probationary employees to participate in telework if approved.

Please share the attachment and memo with your membership. It will also be posted on the NAPS website Bulletin Board.

Thank you and be safe.

NAPS Headquarters
Management Instruction

Telework Program for Eligible Nonbargaining Employees and PCES

This management instruction (MI) establishes the policy and requirements for implementing the United States Postal Service’s (“Postal Service” or “USPS”) Telework Program (“Telework Program” or “Program”).

Purpose

The purpose of the Telework Program is to enhance the Postal Service’s efforts to recruit and retain top talent, help conserve energy and reduce CO2 emissions by eliminating up to 3 commuting days per week, and to contribute to employee preparedness to work at alternate sites during emergency Continuity of Operations Plan (COOP) events. The Program allows eligible employees the ability to work away from their assigned duty station either at a local postal facility (if approved) or a non-postal facility (i.e., their home) during scheduled work days and hours.

Policy

Participation in the Telework Program is a privilege, not a right. Only employees whose position can be successfully and efficiently performed at an alternate location can participate. The ability to participate in the Program is within the sole discretion of management and must be approved by the Vice President or Executive Vice President over their respective functional groups.

Participation in this Program is limited to nonbargaining employees and PCES employees, including domiciled employees.

Telework Agreement

Eligible employees participating in the Telework Program must sign a Telework Agreement (“Telework Program Agreement” or “Agreement”). These Agreements will be entered via an online application process in which employees initiate requests to participate in the Program, management approves or disapproves the request, and employees agree to comply with the requirements of the Program. Each Agreement will document the terms of the employee’s participation in the Program, including the following:

1. Location of an alternate worksite(s).
2. Equipment and information resource requirements.
3. Safety requirements.

CONTENTS

Purpose ........................................ 1
Policy ............................................ 1
Telework Agreement ....................... 1
Telework Program .......................... 2
   Overview ................................ 2
   Eligibility Requirements ............. 3
   Participation and Approval Process .. 3
   Determining Whether Participation Is Appropriate .... 3
   Program Oversight and Evaluation .... 4
   Certification and Control of Time and Attendance .... 4
   Schedule and Work Hours ............ 4
   Participant Performance ............. 6
   Equipment and Network Access ...... 6
   Information and Data Security ..... 7
   Safety ..................................... 7
   Supplies, Costs, and Liabilities at the Alternate Worksite .... 8

Appendix A - Telework Program Agreement ................................ 9
Appendix B - Telework Safety Requirements and Certification for the Alternate Worksite ........ 13
4. Supplies, costs, and liability.

5. The day(s) covered by the employee’s Telework Program Agreement.

The participating employee or manager may cancel or modify the Agreement by giving advance written notice. If a manager determines at any time that an arrangement is adversely affecting work operations or performance, he or she will notify the employee that the arrangement will be modified or terminated. Generally, managers will provide a two-week written notice prior to terminating or modifying participation in the Telework Program. However, managers may determine that specific circumstances require that no advance notice, or a shorter notice period, is appropriate. The Telework Program Agreement is available at https://fwaa.usps.gov.

Telework Program

Overview
The Telework Program enables eligible employees, as approved by their Vice President or Executive Vice President, to work at an alternate worksite for up to three (3) days during the workweek, when such an arrangement will be productive, efficient, and meet the needs of the Postal Service. The needs of the Postal Service and the nature of an employee’s assignments determine whether working at an alternate worksite is appropriate at any given time. An alternate worksite is a location where the employee may perform his or her Postal Service–assigned work as approved by an employee’s manager in accordance with the requirements of this MI.

Participation in the Telework Program is limited to employees who:

1. Ensure that the adjustment to their schedules does not have a negative impact on their ability to complete their work and that their respective managers and supervisors are apprised of the progress of their work;

2. Maintain a proper work environment, including arranging for dependent care that does not interfere with work at their alternate worksite and that minimizes personal disruptions such as non-business telephone calls and visitors;

3. Ensure that their respective household or family members understand that the alternate worksite is a space set aside for the participant to work, and that telework is not a substitute for dependent care; and

4. Assume responsibility for any increase in personal utility costs that may result from using their personally owned property as an alternate worksite and agree that the Postal Service is not responsible for such costs, including maintenance, insurance, or utilities (e.g., heating, electricity, or water).
Eligibility Requirements
To be eligible for participation in the Telework Program, an employee must satisfy the following criteria at the time of the request, and at all times that he or she participates in the Program:

1. Be a nonbargaining or PCES employee with the Postal Service.
2. Maintain ongoing, fully acceptable performance as determined by the employee’s manager.
3. Be assigned a Postal Service laptop and security token and be granted appropriate access to the Postal Service System to perform work from an alternate location. Distribution of Postal Service laptops and security tokens are governed by IT policy.
4. Maintain an alternate worksite within the United States.

Fair Labor Standards Act (FLSA) non-exempt employees are authorized to participate in the Telework Program. However, a non-exempt employee must get written, advanced approval from his or her manager before performing any overtime work.

Participation and Approval Process
Participation in the Telework Program is approved by the Vice President or Executive Vice President. To participate in the Telework Program, an employee must:

1. Fully understand the Telework Program description;
2. Discuss eligibility with his or her manager and receive verbal approval;
3. After receiving verbal management approval to participate, initiate a formal request online via the Telework Program Agreement application process at https://fwaa.usps.gov.
4. Comply with privacy and security policies for safeguarding Postal Service information resources; and
5. Comply with the safety guidelines outlined in this MI.

Determining Whether Participation Is Appropriate
To determine if an eligible employee's participation or continuation in the Program is appropriate, the employee's manager must determine if the employee's work can be efficiently accomplished at an alternate worksite. Such considerations include, but are not limited to, whether the work requires:

- In-person contact with customers, other Postal Service personnel, or both;
- Access to materials or files that are only available, or should remain, at the employee’s regular worksite.

*Note:* The Postal Service recommends that sensitive (sensitive-enhanced and sensitive) information not be taken from Postal Service premises. If approved to take the information from Postal Service premises, participants must limit the materials or files taken to only those documents required for each telework day.

- Use of materials, resources, and computer databases that may not be easily accessed from the alternate worksite; and
Activities such as business writing, policy development, research, analysis, preparation for presentations, and development of proposals that, at times, would be better performed at an alternate worksite.

Based on these considerations, managers may approve some eligible employees to work at an alternate worksite on a weekly basis, some on an infrequent basis, and some not at all.

There is no predetermined ceiling on the number of employees who may participate in the Program at any given time, within a manager’s span of control. However, managers are responsible for ensuring there is adequate staff present at the regular worksite on each workday to meet the needs of the Postal Service. The Vice President or Executive Vice President of the business area retains sole authority to limit participation in the Program as appropriate.

Program Oversight and Evaluation

Officers, executives, and managers are responsible for the efficient administration of the Program in their respective organizations and for all reporting requirements. They may terminate or modify participation in the Program for individual employees or their entire staff.

Managers will be required to complete a Manager’s Telework Accountability Statement (“Accountability Statement” or “Statement”). The Statement sets forth that the manager acknowledges his or her responsibility to administer the Telework Program within the manager’s organization according to the policies set forth in this MI. The manager will complete and provide the Accountability Statement to Human Resources (HQ) twice a year concurrent with the completion of staff mid-year and end-of-year evaluations.

Additionally, managers will ensure that each employee is aware of his or her “daily deliverables.” In other words, the manager must notify each employee about what the employee is expected to accomplish each day while working at the alternative worksite.

Certification and Control of Time and Attendance

The time spent in a Telework Program status must be accounted for and reported in the same manner as if the participant were reporting at his or her regular worksite. Each employee is expected to send his or her manager an email message at the start and end of each workday from the alternate work location, letting the manager know when he or she is starting and ending work activities for the particular workday.

Schedule and Work Hours

General

Participants and their managers must conform to the following Telework Program requirements:

1. The participant’s official work schedule will conform to Postal Service policies regarding workhours and schedules.
2. Nonbargaining and PCES participants, including domiciled participants, will work no more than three (3) days per week at the alternate worksite.
3. At least every six (6) months, each Program participant and his or her manager will review the days that the participant is scheduled to work at an alternate worksite. The Program is not a part-time program, and it requires the full-time attention of the participant.
while working at the alternative worksite. Regardless of his or her work location, each participant in the Program is expected to maintain his or her regular work schedule.

4. The participant is required to remain at his or her alternate worksite during scheduled work hours, except for normal lunch period and breaks. The participant must obtain prior approval from his or her manager to leave the alternate worksite for any reason other than a normal lunch period or break.

5. This Program will not alter the participant’s entitlement to accrue or use leave, and all leave will be taken in accordance with established Postal Service procedures.

6. Exceptions to the number of days worked at the alternate site due to a reasonable accommodation of a disability must be reviewed and approved by the appropriate Reasonable Accommodation Committee.

7. Officers and PCES Executives are:
   a. Eligible to participate in the Program.
   b. Limited to telework up to three (3) days per week.

**Travel and Training**
At the discretion of management, a participant may temporarily reschedule to an alternate telework day if official travel and/or training is scheduled during any given week.

**Core Hours**
Official core hours of Postal Service Headquarters employees are 9:00 a.m. to 4:00 p.m., Monday through Friday. The term “core hours” means that all Postal Service employees are expected to work these hours as part of their regular schedule. All approved Telework Program schedules must include these official core hours, where they apply. The Vice President or Executive Vice President can adjust “core hours” to meet and accommodate business needs.

**Early Dismissal or Closure**
In the event that Headquarters or an employee’s Headquarters Field Unit Duty Station, is subject to an early dismissal or closure, teleworking employees are expected to work their full workday schedule unless specifically instructed otherwise by their manager.

**Holidays and Holiday Leave**

**Revised Work Schedule**
At the discretion of management, a participant may have his or her schedule temporarily changed to address travel, training, or workload requirements. Similarly, a participant may request temporary changes to his or her schedule. All schedule changes are at the discretion of the participant’s manager. If a participant is required to reschedule a telework day, it must be in the same week.
Participant Performance

Measure a participant’s performance in the same manner as you would measure an employee working at a traditional worksite, including the following:

1. Base performance standards on results and describe the quantity and quality of expected work products and the method of evaluation; and

2. At least every six (6) months, Program participants and their managers will assess the participants’ work accomplishments during the previous period and discuss the participants’ goals for the coming period. Complete the assessment during the mid-year and end-of-year review process.

If the manager determines that a Program participant is underperforming or failing to meet the minimum requirements of his or her position while performing telework, then the participant will be deemed to be no longer eligible and will be removed from the Telework Program.

Equipment and Network Access

Postal Service Equipment

1. Only eligible employees who have been issued a Postal Service laptop and security token and who have been granted appropriate access to connect with the Postal Service network or other systems are eligible to be authorized to participate in the Telework Program.

2. Decisions on which employees are issued laptops and granted access are subject to the relevant Postal Service Information Technology (IT) policies and availability of equipment. Desire to telework is not a factor in prioritizing the issuance of Postal Service–owned laptops and security tokens.

3. Participants must protect and secure Postal Service–owned equipment in accordance with applicable Postal Service policies.

Network Access

1. Participants must have a Postal Service mobile computer or laptop and be able to connect to the Postal Service network using Secure VPN Access.

2. To obtain remote access, an employee must submit an eAccess/ARIS request for “VPN Access to USPS.” The employee must obtain the approval of a PCES manager and the Functional System Coordinator.

3. Access to the Postal Service network requires Internet access (broadband is recommended). The cost of Internet service is the responsibility of the participating employee.

4. If the participant uses a home wireless network to connect to the internet, the employee must ensure that the network is secured to the maximum extent allowed by the wireless device in use. Wi-Fi Protected (WPA) or better is preferred.

5. Participants are not entitled to any additional hardware, including monitors, cell phones, or printers for home use, unless specifically authorized by the Chief Information Officer and Executive Vice President.
**Information and Data Security**
Participants are responsible for protecting Postal Service electronic and physical data and other information in their possession while teleworking. Participants must do the following:


2. Know, understand, and comply with Postal Service privacy and records management policies found in Handbook AS-353, *Guide to Privacy, the Freedom of Information Act, and Records Management*.

3. Have approval from their PCES manager to take Postal Service sensitive information off Postal Service premises.

   **Note:** The Postal Service recommends that sensitive (sensitive-enhanced and sensitive) information not be taken from Postal Service premises. If approved to take the information from Postal Service premises, participants must limit the materials or files taken to only those documents required for each telework day.

4. Maintain the security of any Postal Service sensitive electronic data and materials that they take to a remote location, including files, correspondence, electronic data on mobile media, and computing equipment. Sensitive electronic data must be secured when not in use, which includes not leaving computers or related sensitive information or electronic data in vehicles or in plain view.

5. Return all sensitive information to the workplace the next business day (following each telework day). If the participant’s telework day is in conjunction with the participant’s non-scheduled day, or if there are consecutive telework days, all sensitive information must be secured in a locked cabinet. Sensitive information must always be returned to the office before going on scheduled leave.

6. Ensure that the remote location has appropriate physical security, such as lockable file cabinets, if sensitive information is kept at the location.

**Safety**
Participants are responsible for keeping their alternate worksite safe to perform Postal Service duties as follows:

1. Participants must agree to adhere to the safety guidelines established in this MI.

2. Participants must bring to the immediate attention of their manager any work-related accident or injury involving the participant or anyone else at the alternate worksite.

3. Managers must investigate all work-related accidents or injuries involving the participant or anyone else at the alternate worksite immediately following notification.
Supplies, Costs, and Liabilities at the Alternate Worksite

Supplies
The Postal Service will provide participants with limited routine office supplies such as stationery, DVDs, file folders, and pens that are needed to perform work at the alternate worksite.

Costs
The Postal Service is not responsible for operating costs, maintenance, system upgrades, or any other incidental costs (e.g., utilities, telephone, or Internet access) associated with the use of the participant’s alternate worksite under the Telework Program. However, the participant does not relinquish any entitlement to reimbursement for authorized expenses incurred when conducting business for the Postal Service, as may be provided by statute or regulation.

Liabilities
Participants in the Program are covered under the Federal Employees’ Compensation Act if injured in the course of performing official duties at their alternate worksites.

1. The participant must notify the supervisor immediately of any accident or injury at the alternate worksite, provide details of the accident or injury, and complete the U.S. Department of Labor (DOL) Form CA-1, Federal Employee’s Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation.

2. If the participant’s alternate worksite is located on his or her personal property, the participant must designate an area in the property to be his or her official workstation. The Postal Service’s potential exposure to liability is restricted to this official workstation for the purposes of teleworking. Each participant with an approved Telework Agreement must sign a safety checklist stating that the alternate worksite is safe. Each participant is responsible for ensuring that his or her alternate worksite complies with the applicable safety requirements.
Appendix A
Telework Program Agreement
Nonbargaining Employees and PCES Employees
TELEWORK PROGRAM AGREEMENT REVISION
Date: July 2021

The following constitutes an Agreement between the United States Postal Service (Postal Service) and (name and title) (the “Participant”) concerning the Telework Program (“Telework Program” or “Program”).

A. General

The Participant has read and agrees to the terms and conditions in this Agreement and Management Instruction (MI), Postal Service Telework Program for Eligible Nonbargaining Employees and PCES, and requests approval to participate in the Program voluntarily.

B. Worksites

1. The Participant’s official Postal Service duty station (the “regular worksite”) is __________________________________________ (address and phone number).

2. The Participant’s alternate worksite at which he or she is authorized to work under the terms of this Agreement is __________________________________________ (address and phone number).

C. Time and Attendance

1. The Participant’s official work schedule will conform to Postal Service policies regarding workhours and schedules.

2. The Participant and his or her manager will establish a prearranged weekly schedule, subject to the approval of the PCES manager or designee, indicating the day(s) or hours during which the Participant is authorized to work at the alternate worksite described above. No work at an alternate worksite will take place until such a schedule is approved.

3. With the approval of the Participant’s manager, the designated telework day(s) may vary from one week to another, depending on the needs of the business, as well as the need for travel, training, meetings, leave, or other conditions. The Participant must give his or her timekeeper advance notice of schedule changes.

4. The timekeeper and manager will have a copy of the Participant’s schedule. On any day the Participant is working at the alternate worksite, the Participant’s time and attendance will be recorded by the unit’s timekeeper, and the Participant will be compensated as if he or she was working at the regular worksite.

5. This Program will not alter the Participant’s entitlement to accrue or use leave, and all leave will be taken in accordance with established Postal Service procedures.

6. In accordance with the Postal Service Continuity of Operations Plan (COOP), if the Postal Service Headquarters (or the Participant’s regular worksite, other than Headquarters) is closed or otherwise inaccessible for any reason (e.g., a “COOP event” occurs), the Participant is expected and permitted to work from his or her alternate worksite during the COOP event. If the Participant chooses not to telework during a COOP event, the Participant must request annual leave and will not be eligible for administrative leave. If the Participant is unable to telework due to factors beyond the Participant’s control (e.g., unavailability of the Postal Service network, power outages, or other factors), the Participant will be subject to the same policies and decisions regarding leave status as employees who do not have a Telework Program Agreement.
7. If severe weather is predicted, the Participant must prepare to work from the Participant’s alternate worksite on a day when unscheduled telework is authorized. If the Participant is unable to telework for any reason when unscheduled telecommuting is authorized, the Participant must take annual leave or report to the regular worksite.

8. With the exception of a COOP event, unscheduled telework days, or both, nonbargaining and PCES participants will not be permitted to work at an alternate worksite more than three (3) days in a workweek.

D. Work Assignment and Evaluation

1. The Participant will follow established office procedures for receiving assignments and passing on completed work for review, approval, or other action.

2. Managers will ensure that the Participant has established “daily deliverables” for each Telework day.

3. The Participant will send his or her manager an email message at the start and end of each telework day, letting the manager know when he or she is starting and ending work activities for the particular workday.

4. The Participant and his or her manager will use appropriate means to track the progress of assignments, including face-to-face meetings, telephone discussions, email messages, and video conference meetings.

5. At least once every six (6) months, the Participant and his or her manager will assess the Participant’s work accomplishments during the previous period according to established performance elements and standards, and discuss the Participant’s goals and schedule for the coming period.

6. To be eligible for continued participation in the Program, the Participant must maintain fully acceptable performance as determined by his or her manager.

E. Equipment, Information Resources, Supplies, and Safety

The Participant acknowledges and agrees that the equipment the Postal Service furnishes to the Participant remains the property of the Postal Service. The Participant must return all Postal Service-owned equipment to the Postal Service at the Participant’s Postal Service duty station before separation from Postal Service employment. The Participant must also return Postal Service-owned equipment upon request to the Participant’s duty station. The Participant acknowledges and agrees that failure to abide by these requirements may result in disciplinary action, civil and/or criminal penalties, and/or responsibility for reimbursement to the Postal Service for any costs associated with the replacement or repair of unreturned, lost, stolen, or mistreated/abused equipment.

1. The Participant must use a Postal Service–issued laptop and security token while working from the alternate worksite and have approved secure VPN access.

2. The Participant must protect Postal Service–owned equipment and information resources in accordance with MI EL-660-2009-10, *Limited Personal Use of Government Office Equipment and Information Technology* applicable Postal Service policies. Postal Service–owned equipment must be serviced and maintained only by the Postal Service.

3. Before participating in this Telework Program, the Participant agrees to complete the Telework Safety Requirements and Certification for the Alternate Worksite. (See Appendix B.)

4. The Participant must bring to the immediate attention of his or her manager any work-related accident or injury involving the Participant. The manager must investigate all reports immediately following notification.
F. Costs and Liabilities at the Alternate Worksite
   1. The Postal Service will not be responsible for operating costs, home maintenance, or any other incidental costs (e.g., utilities) associated with the use of the Participant’s alternate worksite. However, the Participant does not relinquish any entitlement to reimbursement for authorized expenses incurred when conducting business for the Postal Service, as may be provided by statute or regulation.
   2. Participants in the Program are covered under the Federal Employees’ Compensation Act if injured in the course of performing official duties at their alternate worksites.

G. Other Requirements for Participation
   1. The Participant will protect Postal Service and other governmental records from unauthorized disclosure or damage, and will comply with the requirements of the Privacy Act, 5 U.S.C. section 522a, regarding such records.
   2. The Participant is not permitted to have any nonwork-related responsibilities (this includes child and dependent care) at the alternate worksite during workhours.

H. Termination of Participation in the Program
   1. The Participant may terminate participation in the Telework Program at any time.
   2. The Participant’s manager can terminate or modify participation in the Telework Program at any time.
   3. Any violation of this Agreement by the Participant may result in immediate termination of participation in the Telework Program.
   4. The decision to terminate the Agreement is not reviewable and may not give rise to any cause of action.

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<th>Participant</th>
<th>Date</th>
<th>Manager</th>
<th>Date</th>
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Management Instruction EL-310-2021-2 11
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Appendix B
Telework Safety Requirements and Certification for the Alternate Worksite

United States Postal Service
Telework Safety Requirements and Certification for the Alternate Worksite

As a condition of participating in the Telework Program, all participants who work at remote alternative worksites must provide the following information about those locations to the Postal Service:

Location: ____________________________________

Estimated square footage: ________________

Heating and Cooling Available? Yes or No

Designated alternative worksite is suitable for the safe performance of official Postal Service business? Yes or No

To ensure your alternate worksite is free of recognized hazards and constitutes a safe place for you to work, we have developed the following checklist. You are required to review the checklist and comply with each of the following instructions.

**FIRE PREVENTION:**
- Check smoke detectors regularly and replace batteries once a year.
- Have a working fire extinguisher that can be easily and quickly accessed conveniently located at your alternate worksite. Travel distance to extinguisher must be less than 75 feet.
- Check the condition of the fire extinguisher and its charge at least every six (6) months.
- Ensure you can safely evacuate your alternative worksite during an emergency.

**WALKING AND WORKING SURFACES:**
- Ensure walking surfaces are free of slip, trip, and fall hazards.
- Ensure work surfaces are sturdy, level, and well maintained.
- Ensure walking and working surfaces have lighting equivalent to that of your regular worksite.
- Position computers, phones, and other electrical equipment in a manner that keeps power cords out of walkways.
- Ensure open drawers on required file cabinets do not block aisles or create trip hazards.

**GENERAL SAFETY:**
- Perform all duties in a safe manner.
- Always use proper lifting techniques when moving or lifting heavy equipment and furniture.
- Immediately report to your supervisor any accident or injury in which you are involved, regardless of the extent of injury or damage.
- Allow your manager or supervisor to investigate all accidents incurred by you in the designated workspace for the alternate worksite.
- Keep your work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment required to support your alternate worksite.
SECURITY:
- Do not allow non-Postal Service employees to operate or repair Postal Service-owned equipment.
- Ensure that all Postal Service files and information, including passwords and computer files, are kept in a secure place.
- Do not advertise your alternate worksite to strangers.

ERGONOMICS:
- Use office chairs that provide good supporting backrests and allow adjustments to fit you comfortably.
- Ensure computer monitor is at a height that is comfortable and does not produce neck or back strains.
- Ensure computer keyboards are at heights that do not cause wrist, arm, or elbow strains. Use an adjustable surface for the keyboard.

EMERGENCY PLANNING AND PREPARATION:
- Develop and practice a fire evacuation plan for use in the event of an emergency at your alternative worksite.
- Ensure safe areas are present for emergencies common to your geographical location (i.e., tornadoes, earthquakes, hurricanes, wildfires) and make sure you can get to them quickly and safely when needed.

ELECTRICAL:
- Ensure all required electrical equipment is connected to grounded outlets.
- Replace frayed, exposed wires or otherwise damaged electrical cords.
- Replace defective plugs.
- Ensure extension cords are not used for more than 30 days.
- Ensure electrical circuits are not overloaded.
- Ensure power strips are not “daisy chained.”
- Turn off all required electrical equipment in the event of lightning.
- Ensure computers are turned off upon completion of the workday.

CHEMICAL SAFETY:
- Use only consumer-available, over-the-counter products containing chemicals.
- Follow manufacturer’s instructions for proper and safe use of a product containing chemicals.

Your failure to agree to and follow the above checklist will disqualify you from participating in the Postal Service Telework Program.
I have read and will comply with all the alternate worksite safety requirements in this document.

________________________________________________________________________

Print Employee Name Employee Signature and Date

________________________________________________________________________

Supervisor Signature and Date
August 3, 2021

OFFICERS

SUBJECT: Management Instruction EL-310-2021-2, Telework Program for Eligible Nonbargaining Employees and PCES

Attached is the updated Management Instruction EL-310-2021-2, Telework Program for Eligible Nonbargaining Employees and PCES.

The policy now reflects the following key changes:

- An employee's ability to participate in the telework program must be approved by the vice president or executive vice president over their respective functional groups.
- Allows for up to three (3) days telework during the week.
- Allows probationary employees to participate in telework, if approved.

Questions regarding this memorandum should be directed to Joseph R. Bruce, Senior Director, National Human Resources, at joseph.r.bruce@usps.gov.

Doug A. Tulino

Attachment