

TITLE [POLICY NAME]	FLEXIBLE WORK ARRANGEMENTS		
POLICY #	TS-200	POLICY ADOPTED DATE	DATE 9/28/2022
POLICY VERSION #	1	GO TRIANGLE OR DEPARTMENT NAME	TALENT SERVICES

## 1 PURPOSE

GoTriangle recognizes the importance of providing flexibility for employees to balance work responsibilities with personal obligations and commitments and that the effect of different work arrangements on productivity and job satisfaction varies by individual and by job responsibilities. In addition to supporting work/life balance and empowering employees, flexible work arrangements also directly support GoTriangle’s mission by helping to reduce the number of vehicle trips made during peak travel hours and reducing vehicle miles traveled in the region. This policy outlines expectations and standards regarding flexible work arrangements (FWA) for office-based employees. Departments and supervisors are encouraged to be open to allowing for FWAs with the understanding that all work arrangements must be supported by employee and supervisor accountability and be compatible with the operational needs of the department and business needs of the organization.

GoTriangle is committed to supporting employees facing the demands of juggling work, family, personal obligations, and ongoing health and safety concerns by offering a range of flexible work arrangements to support a work/life balance, including more expansive telework options than GoTriangle’s pre-pandemic policy. This FWA policy permits employees with supervisor approval to work flexible schedules and alternate work locations for all or part of the work week to promote general work efficiencies, enhance competitive recruitment and retention advantages compared with other employers, improve utilization of agency facilities, and meet environmental challenges. These arrangements provide employees with increased flexibility with their work schedule while allowing GoTriangle to maintain a progressive and productive work environment, and this policy provides documentation of organizational norms.

## 2 SCOPE

This policy applies to all employees that qualify for flexible work arrangements based on the requirements of their position.

## 3 DEFINITIONS | ACRONYMS

**Executive Leaders:** members of the GoTriangle Executive Leadership Team including the Chief Executive Officer (CEO), Chief of Staff (COS), Executive Vice President (EVP), Chief Communications Officer (CCO), Chief Development Officer (CDO), Chief Financial Officer (CFO), Chief Talent Officer (CTO), and Chief of Operations (COO).

**Flexible work hours:** a temporary or one-time change in an employee’s regular work schedule to adjust for a specific event.

**Flexible work location (teleworking):** an adjustment to an employee’s customary worksite, either on a short-term or recurring basis, to respond to the specific needs of an employee and/or the operational needs of the department, such as remote work from home or a designated satellite location.

**Flexible work schedule:** recurring or regular flexibility or adjustments in the scheduling of work hours, such as alternative work schedules (e.g. alternative work hours, flex time and compressed workweeks) and arrangements regarding shift and break schedules.

**Supervisor:** employee with responsibilities for direct supervision of others, including supervisors, managers, directors, etc.

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**Telework:** The practice of an employee working at a location other than the designated GoTriangle work site such as the employee's home.

**FWA – Flexible Work Arrangements**

*Note: Definitions of full time and part time employment for the purposes of paid leave benefits administration are included in GoTriangle Policies 208 and 215.*

## 4 ROLES AND RESPONSIBILITIES

### 4.1 Eligible Employees are expected to:

- a) Work collaboratively with their supervisor when requesting a flexible work arrangement
- b) Understand that some positions are not compatible with flexible work arrangements
- c) Follow the guidelines of a flexible work arrangement
- d) Understand that a flexible work arrangement may be modified or canceled
- e) Report their time accurately

### 4.2 Supervisors are expected to:

- a) Fairly evaluate requests for flexible work arrangements
- b) Communicate promptly with employees about the status of their flexible work arrangement request
- c) Obtain approval of flexible work arrangement forms for their employees from their department’s executive leader
- d) Engage equitably with employees regardless of work location and work schedule
- e) Request assistance from the Talent Services Department if they need help

### 4.3 Executive Leaders are expected to:

- a) Support an open dialogue about flexible work arrangements
- b) Oversee and ensure development and approval of flexible work arrangements for all eligible employees in their departments consistent with this policy
- c) Maintain records of approved flexible work arrangements for their department

### 4.4 The Talent Services Department is expected to:

- a) Provide initial and recurring education and training opportunities to supervisors and employees
- b) Serve as a resource to support employees, supervisors, and executive leaders requesting assistance or guidance with implementation of this policy

## 5 POLICY

Flexible work arrangements for eligible employees must be developed collaboratively between employees, their supervisors, and their respective executive leaders. Departments and supervisors are encouraged to be open to allowing FWAs with the understanding that any work arrangement (conventional or flexible) must be supported by employee and supervisor accountability and be compatible with the operational needs of the department and business needs of the organization.

For an employee’s FWA to be approved, the nature of the employee's work and responsibilities must be compatible with the flexible work arrangements requested. Flexible work arrangements are not appropriate for all employees or positions. Positions requiring on-site work may not be compatible with

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flexible work locations, and positions requiring specific work schedules for operational coverage may not be compatible with flexible work hours or schedules.

Supervisors shall evaluate the efficacy of new FWAs through an initial three-month period, and no less than annually thereafter. New FWAs may be modified or terminated at any time before the end of the three-month trial period based on organizational needs. In order for departments to continue to offer FWAs, departments must consistently demonstrate an ability to meet business objectives.

**5.1 Flexible Work Locations (telework)**

GoTriangle recognizes that many of its office-based functions can be performed effectively from off-site locations, and that allowing for telework as a component of FWAs for office-based employees is mutually beneficial for employees and the organization. GoTriangle also recognizes the benefits of co-location and face-to-face collaboration for many office-based employees. Further, GoTriangle recognizes that office-based employees have a range of work styles, with some employees performing focused work more easily from home, and others whose performance benefits from working in an on-site office environment. Office-based employees seeking telework as a component of their FWA are encouraged to consider the potential benefits of on-site days for themselves and their coworkers.

**5.1.1 On-Site Days**

Employees approved for telework are encouraged to work on site two days per week to facilitate in-person meetings and face-to-face interactions with coworkers; in other words, the baseline for telework is three days per week. Supervisors may approve FWAs with more than three days telework per week, up to full time (five days) with no regularly scheduled on-site days. Employees who are approved for full-time telework should be available for occasional or recurring on-site or in-person events with advance notice.

**5.1.2 Telework Location**

It is expected that employees will be located within commuting distance of the Triangle. Employees may telework from outside the region on a short-term/temporary basis. Arrangements in which an employee would telework from outside of North Carolina for more than 90 days in a calendar year require President/CEO approval.

**5.2 Flexible Work Schedules**

GoTriangle recognizes that many of its office-based functions can or must be performed outside of standard work hours, and that allowing for flexible work schedules as a component of FWAs for office-based employees is mutually beneficial for employees and the organization. Office-based employees seeking flexible work schedules as a component of their FWA are encouraged to be available as needed during core business hours (9:30am to 3:30pm) to support agency functions, internal collaboration, and external coordination with stakeholders and the public. Employees and supervisors are responsible for ensuring adequate coverage for essential functions tied to specific working hours.

**5.3 Flextime/Staggered Hours**

Employees may request recurring/regular adjustments to the standard work day (8:00am to 5:00pm, which assumes a one-hour non-compensable lunch break) as part of their FWAs. The standard work day may be adjusted at the beginning (a start time earlier or later than 8:00am) and

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at the end of the day (an end time later or earlier than 5:00pm). The non-compensable lunch break may be reduced to 30 minutes, or increased to longer than one hour, or employees may choose to work through lunch. These adjustments may be applied to any or all days of the week. **5.6**

**5.4 Compressed Work Schedules**

A compressed work schedule is one that permits a full-time employee to work the equivalent of a full week in fewer than five days. Full-time exempt (salaried) employees scheduled to work 40 hours per week may request compressed work schedules with a total of 80 working hours within a two-week pay period. Full-time non-exempt (hourly) employees may request compressed work schedules with a total of no more than 40 working hours within a work week (12:00am Sunday through 11:59pm Saturday).

Common compressed work schedules include 4/10 (four 10-hour days, and one day off per week), half-day Fridays (9-hour days Monday through Thursday, and a 4-hour day on Friday), and 5/4 or 9/80 (one day off per pay period [e.g. alternating Fridays off], with 80 hours spread across the other nine work days generally eight 9-hour days and one 8-hour day). The 5/4 or 9/80 schedule is not available to non-exempt (hourly) employees.

**5.5 Flexible Work Hours**

To the extent day-to-day flexibility in work hours is compatible with or required by an employee’s work responsibilities, and subject to supervisor approval, employees may modify their regular schedule to allow work missed on one day to be made up on another. Hours may be flexed in this manner across a two-week pay period for exempt (salaried) employees. Any adjustments made to a non-exempt (hourly) employee’s schedule must fall within the same work week (12:00am Sunday through 11:59pm Saturday).

**Administration**

All eligible employees must have an approved FWA Form, including those who prefer to work a conventional schedule on site.

Employees should evaluate their interest in the flexible work arrangements described in this policy and assess the compatibility of their preferred arrangements with their job requirements. Employees should discuss their requested arrangements with their supervisor to obtain concurrence and feedback. The employee should complete the FWA Form to document the agreed-upon arrangement and provide a signed copy to their supervisor. When approved by both the employee’s supervisor and executive leader, a copy of the completed form should be provided to the employee and filed in the FWA Shared Folder. Approval conveys that the employee, supervisor, and executive leader will comply with all requirements of this policy.

**5.7 General Provisions**

All FWAs are subject to the following general provisions:

**5.7.1 Supervisor Discretion**

Supervisors have discretion to determine whether FWA requests are compatible with the organization’s business needs consistent with this policy. GoTriangle expects supervisors to work with their assigned executive leader to assess the functions and duties of the department and organization as a whole and exercise sound judgments that account for individual employee needs, business necessity of the department,

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equity for similarly situated individuals within the department, and support for collaboration with other departments.

**5.7.2 Non-Discrimination**

The availability and terms of FWAs must be administered equitably based on applicable factors and without regard to an employee’s age, color, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, or veteran status, and must be mindful of overall equity for similarly situated individuals within the department.

**5.7.3 Americans with Disabilities Act (ADA) Compliance**

This policy is available to all eligible employees, including employees with disabilities. Employees with disabilities whose needs would be met through a FWA may make a request through this policy and are not required to disclose their disability in that process. The employee may pursue a reasonable accommodation under the Americans with Disabilities Act (ADA) by contacting the Talent Services Department.

**5.7.4 Annual Review**

All recurring FWAs must be reviewed by the supervisor and employee as part of the annual performance evaluation process.

**5.7.5 Revocation**

Supervisors should provide as much advance notice as possible in the event of a revision or revocation of an approved FWA to permit the employee to make alternative arrangements. A minimum notice of ten (10) business days is required to change or revoke an approved FWA, unless circumstances necessitate otherwise at the discretion of the employee’s supervisor.

**5.7.6 Documentation**

All regular and recurring FWAs must be documented in accordance with this policy and associated procedures.

**5.7.7 Requirements Specific to Teleworking**

All teleworking requests are subject to the requirements set forth in this policy and procedures as well as the following conditions:

**5.7.7.1 External Obligations**

Employees approved for telework must be able to perform their duties free of external obligations that would interfere with their GoTriangle duties and responsibilities.

**5.7.7.2 Work Location**

Employees approved for telework are expected to be able to report to their GoTriangle work site when directed due to operational needs and/or due to changes to or revocation of their teleworking arrangement. Exceptions to this requirement may be made in limited circumstances based on operational needs. These may include but are not limited to:

- recruitment or retention of those with unique or scarce skills
- arrival or departure of employees for a transitional period of relocation

Long-term telework from outside the state of North Carolina may have tax implications for the organization and employee. Executive leaders desiring to approve an employee to work from outside the state for more than 90 days must obtain approval from the President/CEO and, if approved, must ensure

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that the employee coordinates appropriately with Finance and Talent Services to evaluate and address any tax implications.

**5.7.7.3 Travel**

Employees working remotely may not charge mileage for travel between their off-site work location and their GoTriangle work site. For non-exempt employees, certain activities, such as travel to and from required meetings that occur during the workday, are included as hours worked for purposes of overtime calculation. For non-exempt employees, single-day travel implications should be minimized or avoided by making every attempt to schedule an employee's work such that they do not have to change locations during the workday.

**5.7.7.4 Workers' Compensation**

Teleworking employees are covered by workers' compensation for job-related injuries that occur in the course and scope of employment only.

**5.7.7.5 Security, GoTriangle Property, and Compliance**

The security, confidentiality, and integrity of GoTriangle records and information must be protected at all times and all employees must follow all GoTriangle policies relevant to privacy and IT security.

Appropriate steps must be taken to ensure that all GoTriangle property used off site as part of a telework arrangement is used in compliance with all GoTriangle licensing agreements and authorizations. Further, employees using GoTriangle-issued computers off site must comply with IT security protocols, including always logging into VPN and only using software installed and implemented by the IT department. Work performed under a teleworking arrangement remains subject to all applicable laws, policies, and regulations, as if it were performed on-site. These provisions include, but are not limited to, prohibitions on discrimination and workplace harassment, records retention obligations, and the North Carolina Public Records Act.

**5.8 Existing Flexible Work Arrangements**

All FWAs that were in place and/or approved prior to the adoption of this policy are subject to the requirements and approval processes set forth in this policy and associated procedures.

**6 ADDITIONAL INFORMATION | RELATED LINKS**

- **Flexible Work Arrangement Procedures:** instructions that facilitate implementation of the FWA policy.
- **Flexible Work Arrangement Planning Guidance:** helps a supervisor evaluate whether a position is suitable for a flexible work arrangement. The Guidance includes a supervisor checklist.
- **Flexible Work Arrangement Form:** must be used as a template to document the expectations of all parties.

**7 CONTACTS FOR ADDITIONAL INFORMATION AND REPORTING**

Policy Administrator (Chief of Staff), Chief Talent Officer, Executive Vice President, [policy@gotriangle.org](mailto:policy@gotriangle.org).



Charles Lattuca, President and Chief Executive Officer

September 28, 2022

Date of Approval