



TOWN of
BRIDGEWATER
Incorporated 1656

Human Resources

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Town of Bridgewater -Remote Work Policy and Procedure

Overview

Remote work allows employees to work at a site other than their regular place of work for all or part of the workweek. The Town of Bridgewater considers working remotely to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. This setup may be appropriate for some employees and jobs but not for others. Remote work is not an entitlement, it is not a town wide benefit, and it in no way changes the terms and conditions of employment with the Town of Bridgewater.

Procedures:

Remote work can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or supervisor can suggest working remotely as a possible work arrangement.

Any remote work arrangement will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the employee or employer.

Eligibility:

Individuals requesting a formal arrangement to work remotely must have completed their probationary period and must have a satisfactory performance record.

Before entering any remote work agreement, the employee and manager, with the assistance of the Human Resource Department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- **Employee suitability:** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful remote workers.
- **Departmental Staffing Requirements:** Each department must ensure daily in-person coverage.
- **Job responsibilities:** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a remote work arrangement.
- **Equipment needs, workspace:** The employee and manager will review the physical workspace needs and the appropriate location for working remotely.
- **Tax and other legal implications:** The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

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If the employee and manager agree, and the Human Resource Department concurs, a draft Remote Work Agreement will be prepared and signed by all parties, and a three-month trial period will commence.

Ad Hoc Arrangements:

Temporary remote work arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

All informal remote work arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

Remote Access Policy

- **Access Requests:** Once a Remote Work agreement has been prepared and signed, the Human Resources Department will coordinate directly with the IT Department to request remote access.
- **Town-Issued Devices:** Employees accessing systems remotely must use Town-issued devices that comply with all applicable IT policies.
- **Secure Usage:** Remote access should be used explicitly for work business and in a manner consistent with on-site connections to the network. Secure remote access will be strictly controlled. It is the employee's responsibility to provide and maintain reliable internet access at their remote location.
- **Authentication:** Information security will determine appropriate access methodologies, including two-factor authentication.
- **Password Security:** All user passwords must be strong and follow guidelines in the Town's Access Control and Password Policy. Credentials or one-time passcodes must not be shared.
- **Device Responsibility:** Devices used for work should not be shared, must comply with Acceptable Use Policy conditions, and must not engage in inappropriate activity. Users bear full responsibility for access misuse.
- **No Bridging Connections:** Remotely connected workstations should not bridge or share another private or public internet connection.
- **No Personal Equipment:** Personal equipment is not allowed to connect to the Town of Bridgewater network via remote connection software.
- **Disconnection After Work:** All remote users must disconnect from the remote connection software when work is completed.

Audit Controls and Management

The Town of Bridgewater will maintain documented procedures and evidence of compliance with this policy. Examples include:

- **Logs:** Remote access logs documenting user access and secured remote connections to the network.
- **Security Policies:** Group security policies associated with remote access.
- **Documentation:** Help desk logs, electronic mail, and other appropriate documentation supporting policy implementation.

Enforcement

Staff members found in violation of this policy may be subject to disciplinary action, up to and including termination.