

Pacific Lutheran University
Remote Work Manual: Staff

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I. General Guidelines and Procedures

Decision Whether to Employ Remote Staff
The decision as to whether Pacific Lutheran University (PLU) will employ someone on a fully or hybrid remote basis shall be made between the employee, the supervisor, the Vice President/Provost, and Human Resources.

Note about Applicable Policies, Procedures, Guidelines
When working remotely, staff should follow the same policies and practices of, enjoy the same or similar benefits as, and have comparable working conditions to PLU staff based on campus unless otherwise required by the location or nature of remote staff's duties. All PLU policies, practices, and guidelines are assumed to apply to staff at all times, including when working remotely, unless otherwise noted in this document or documented by the supervisor and approved by the Vice President/Provost and/or Human Resources.

Remote work is not an appropriate substitute for sick time off and should not be used to circumvent the university's leave provisions, workers' compensation process, and/or Americans with Disabilities Act (ADA). Employees should consult with Human Resources for temporary or long-term reasonable accommodation and leave options.

Hours
PLU's usual work hours should be observed in the time zone of the employee's location. Schedules should be agreed upon by the employee and supervisor based on the needs of the university. For nonexempt staff, all hours worked must be claimed on the time sheet. Additionally, all required meal periods and rest breaks must be taken.

Holidays/Other Closings
Fully and hybrid remote staff follow the same holiday and days off schedule as the on campus office. Inclement weather or other conditions will be handled on a case-by-case basis.

Communication
Working in a location separate from one's supervisor and/or the majority of one's colleagues requires all staff members to develop and maintain strong communication skills. The supervisor should communicate their expectations about availability and communication style and frequency.

II. Office Equipment and Supplies

Furniture
It is the responsibility of the remote staff to speak with their supervisor regarding what office equipment, including office furniture will be needed. Any purchases will be the responsibility of the employee's department. Items should be requested via the Remote Work Application and approved by the supervisor and department head. Whether the request is for a fully remote or hybrid remote schedule will be taken into consideration.

Computers/Equipment
The supervisor, in consultation with I&TS, will determine whether the remote staff is to use a laptop or a desktop, and whether additional hardware is needed (monitors, docking station, etc.). It may be possible to use personal devices in some circumstances. Anyone using a

personal device to connect to protected campus electronic resources will need to do so via Citrix and must have a destination computer to connect to on campus (meaning someone else can't use their desktop on campus while the employee is connected remotely). It will be the remote staff's responsibility to work with I&TS to determine a schedule for ongoing computer maintenance and security upgrades. The employee is responsible for bringing or sending equipment to campus for troubleshooting. I&TS must have a current record of all asset tags and where the corresponding equipment is located. Any damage to computers/equipment is the responsibility of the employee. The employee will be responsible for returning all equipment to campus at the end of employment. Packing and shipping should be arranged via a professional organization such as FedEx or UPS to ensure proper handling.

It is the responsibility of the remote staff to speak with their supervisor regarding what computers/equipment will be needed. Any purchases will be the responsibility of the employee's department. Items should be requested via the Remote Work Application and approved by the supervisor and department head. Whether the request is for a fully remote or hybrid remote schedule will be taken into consideration.

Supplies
If appropriate, letterhead and other supplies may be obtained by contacting the department when supplies are needed.

III. Remote Office Space

Selection
The remote office must provide a work environment that is productive, professional, and is free from hazards. The remote staff person working from a remote office is expected to adhere to PLU's safety and other workplace policies.

PLU's property and casualty insurance policies may not provide coverage related to alternate work locations. The employee may be held responsible for any damage to or loss of PLU equipment or other property located at the alternate work location.

The required characteristics of a remote office include:

- A high-speed internet connection
- Phone or cell phone
- Printer, copier, and scanner capabilities (if deemed necessary by the supervisor)
- Paper and other typical office supplies*
- Space for paper files

* Note: Larger amounts of supplies and postage typically associated with projects, mailings, and the like will be charged to a PLU account or corporate credit card.

Additional Costs
If the employee incurs additional costs in setting up or maintaining a home office, those additional costs may be covered by PLU, if approved by the supervisor and department head.

Generally, no expenses related to home office electric, internet or phone bills or any other home office supply invoices will be reimbursed.

IV. Phone and Internet

It is the responsibility of the remote staff to provide their own phone and internet.

V. Mail and Deliveries

Accessibility and Safety
It is the responsibility of the remote to ensure pathways and access to the worksite are safe and secure for deliveries.

Mail Delivery
If mail is delivered to campus for the remote staff, it is the responsibility of the remote staff and their supervisor to make arrangements to forward the mail.

Outgoing Mail and Packages/Mail Sending
For regular outgoing mail, the remote staff may purchase a supply of stamps with a PLU purchase card, if available. If no purchase card is available, the remote staff may be reimbursed by turning in an expense reimbursement form and the receipt. If no mailroom is available on location, the remote staff person will need to deposit regular mail in any outgoing post office box.

VI. Remote Access

In order to access PLU files and/or applications, remote staff will need to connect to campus resources from their PLU assigned equipment utilizing I&TS managed remote access solutions. In addition to utilizing secure remote access services, the remote staff must also activate and use multi-factor authentication for their PLU ePass account. Configuration services and instructions for utilizing these services are available from I&TS.

It is the remote staff's responsibility to ensure they are utilizing proper data storage and security processes and procedures. This includes, but is not limited to, only storing files on file storage services offered by PLU and not on the remote staff's assigned equipment, ensuring the appropriate remote access connection is active whenever accessing PLU data or applications, and not installing any software not explicitly authorized by I&TS on the equipment assigned. In order to assist the remote staff in understanding and applying best practices, they must undergo PLU Cybersecurity Awareness Training. I&TS can coordinate and provide access to the appropriate Cybersecurity curriculum relevant to the responsibilities of the remote staff.

VII. Communication and Evaluation

Communication Standards
Remote work (whether a fully or hybrid schedule) requires open and frequent communication. Together, the supervisor and the employee should develop a communication plan, creating a baseline of contact as well as a process for evaluation. Communication is tantamount in importance and is the responsibility of both the supervisor as well as the remote staff to initiate and maintain. Remote staff and supervisors should discuss and become informed of each

other's preferred means of communicating and should attempt to abide by the stated preferences. The communication plan should be reviewed frequently to ensure minimum communication measures are being met and maintained.

Evaluation
The distance, infrequent face-to-face contact and indirect interaction between supervisors and remote staff necessitates more frequent job and performance evaluation. Questions regarding task clarification and concerns over the job or one's performance should be made in a timely manner and should be a normal part of the supervisor and remote staff dialogue. Quality of the production and product, timeliness, and output will all be standard measures by which remote staff are evaluated. If improvement on poor performance is not met within a negotiated time period, appropriate measures will be taken which may include ending the remote work arrangement.

VIII. Meetings and Travel Expectations

Remote staff are expected to attend or call in to all on campus meetings as agreed upon with their supervisor. Travel to campus for meetings or special events should be initiated by the supervisor.

IX. Considerations for Out-of-state Work (Tax, Legal, Benefits)

Out-of-state and international remote work (aside from travel for university business, such as study away courses or conferences) have additional considerations related to taxation, reporting, and applicability of local jurisdiction employment laws. Other than the situations mentioned above, international remote work and remote work in California are prohibited. Prior approval from the supervisor, appropriate Vice President/Provost and Human Resources is required for an employee to work remotely in a state other than Washington. Potential out-of-state remote work situations are the exception and must be discussed with Human Resources in advance to determine if the university is able to support remote work in these situations.

When working out-of-state, employees and departments should consider the following potential impacts:

Tax Withholdings
Whether an individual is subject to income tax in a particular state is typically driven by tax residence. Unfortunately, there is no uniform threshold after which employees working out-of-state become subject to tax in that location. Each state's income tax and withholding requirements vary significantly, and may be based on both personal residence and/or work location. In many cases, whether an employee is domiciled or maintains a residence in the state and is "present" in that state for the majority of the tax year may make the individual a resident for tax purposes. Employees should familiarize themselves with the residency requirements and tax laws of any proposed out-of-state work location. Guidelines for determining residency status in a state may be found on their state tax authority website.

Workers' compensation
Remote employees must report any work-related illness or injury to their supervisor immediately, as well as complete an injury report form. Work-related injuries at the remote worksite, during agreed-upon working hours, may be covered by Workers' Compensation. Employees who work outside of Washington may not be covered by Washington State Department of Labor & Industries Workers' Compensation industrial insurance.

Paid Family & Medical Leave (PFML)
Employees who work outside of Washington may not be covered by the Washington State Paid Family & Medical Leave program.

Unemployment Insurance
Remote employees who work outside of Washington may not be covered by Washington unemployment insurance unless there is a reciprocal coverage arrangement in place with that state.

Health Insurance and Benefit Impacts
Availability of healthcare services may vary by location and plans should be selected accordingly.