



Town of Londonderry, New Hampshire

Administrative Policies and Procedures

Policy Title: **Remote Work Policy**

Policy Number: ADM-104

Original Adoption Date: 9/11/2025

Revision Date:

Approved by: Shaun Mulholland

Signed by:
Shaun Mulholland
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Section 1.0: Purpose

The purpose of this policy is to establish guidelines for employees of the Town of Londonderry to participate in telework arrangements. Telework is intended to enhance operational efficiency, promote work-life balance, and support recruitment and retention efforts while ensuring continuity of municipal services.

Section 2.0: Scope

This policy applies to all non-union and union employees of the Town of Londonderry, subject to department head discretion and operational needs. Collective bargaining agreements may supersede this policy where applicable.

Section 3.0: Definitions

The following definitions, in alphabetical order, apply to this Policy:

- **Alternate Worksite:** The approved remote location where the employee performs job duties, typically the employee's home.
- **Primary Worksite:** The employee's usual and customary workplace operated by the Town.
- **Telework:** A work arrangement in which employees perform their job duties from a location other than the primary municipal worksite.

Section 4.0: Policy Detail

It is the policy of the Town of Londonderry to support flexible work arrangements that uphold the continuity and quality of municipal operations. Telework may be authorized where it enhances productivity, promotes work-life balance, and meets operational and service delivery standards. The Town expects that all employees approved for telework will adhere to this policy and fulfill their responsibilities with the same level of professionalism, accountability, and responsiveness as those working on-site. Department heads and supervisors are responsible for overseeing compliance and ensuring telework does not negatively impact performance, collaboration, or constituent service.

Section 5.0: Procedure

5.1 Eligibility

Employees must complete their orientation, training and probationary period before becoming eligible for telework. Eligibility will be assessed based on role requirements, past performance, effectiveness of job duties in remote settings, and operational needs.

Department heads have discretion to approve, deny, or revoke telework arrangements based on operational requirements in consultation with the Town Manager. Participation is a *privilege*, not an entitlement.

Eligibility will consider:

- Suitability of job tasks
- Adequacy of home workspace
- Confidentiality and data security
- Consistent performance and reliability

5.2: Terms of Telework

Work Schedule: The employee and supervisor must agree on a schedule that includes work hours, break periods, and on-site reporting expectations. At least one day per pay period must be spent at the primary worksite unless otherwise approved. Any schedule changes must be approved in advance

Availability: Employees must remain available and responsive during scheduled work hours (via phone, email, Teams, etc.).

Dependent Care: Telework is not a substitute for child or dependent care.

Types of arrangements: full-time, hybrid (e.g., 1–3 days per week), or intermittent based on Town needs. Remote hours must comply with FLSA; core hours (e.g., 9 am–3 pm EST) may be designated for availability.

Leave and Overtime: Employees must request and obtain prior approval for leave or overtime in accordance with the Town's personnel policies.

5.3: Equipment & Technology

The Town may provide:

- Laptop
- Docking station
- Monitor(s)
- Keyboard and mouse
- Headset
- VPN access
- Standard software (e.g., Microsoft 365)

The Town is not responsible for:

- Home internet service
- Furniture, electricity, or personal devices

Employees must comply with Town IT policies and security protocols, including use of VPN and multi-factor authentication.

5.4: Data Security & Confidentiality

Employees must:

- Protect Town data from unauthorized access
- Maintain confidentiality
- Store physical and digital records securely
- Report any suspected data breach immediately

5.5: Performance & Evaluation

Telework employees are held to the same performance standards as on-site employees.

Supervisors may require periodic on-site meetings and evaluations.

Telework may be discontinued at any time by the department head or Town Manager based on operational needs or performance concerns.

5.6: Safety & Ergonomics

Employees must ensure a safe, ergonomically appropriate, and distraction-free work environment.

Injuries occurring in the course of telework must be reported in accordance with the Town's Workers' Compensation policy.

5.7: Application, Approvals & Agreement

- Employees submit a written request for Telework detailing proposed schedule, workspace setup, and justification.
- A Remote Work Agreement signed by employee, supervisor, and Town Manager documents understanding and responsibilities.
- Town may terminate arrangements with 30 calendar-day notice, or sooner if performance or conduct requires recall.

5.8: Policy Acknowledgement

Employees approved for telework must sign a Telework Agreement acknowledging receipt of this policy and their responsibilities. A copy of the agreement will be retained in the employee's personnel file.

Section 6.0: References

1. Town of Londonderry Workers' Compensation Policy
2. Town of Londonderry Telework Agreement
3. Town of Londonderry Information Technology Policy
4. Collective Bargaining Agreements

Section 7.0: Policy & Procedure Revision History

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Section	Description of Revision	Date