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**FINANCIAL CRIMES ENFORCEMENT NETWORK**

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Check one:             Issuance     Bulletin     Manual     Supplement     Amendment     Revision

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**SUBJECT: TELEWORK PROGRAM**

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**1. PURPOSE:**

This directive establishes the Financial Crimes Enforcement Network Telework policy for alternative workplace arrangements. This program provides an opportunity for an employee to work at an alternate worksite without changing an employee's official duty station or other conditions of employment.

It is our policy is to provide employees the opportunity to participate in the Telework Program where practical and consistent in meeting mission objectives. Telework programs are designed to allow employees to perform their duties at a worksite other than the traditional office setting on a full, expanded, limited, or episodic basis, depending on the organizational mission and the roles and responsibilities of a particular office and its employees.

Participation in the Telework Program is voluntary and subject to first-level supervisory approval based on mission requirements and the efficiency of the Federal service. All arrangements must be approved by the employee's immediate supervisor. All employees are eligible for at least episodic teleworking given the appropriate need; however, Bank Secrecy Act data will not be accessed from the home worksite.

**2. SCOPE:**

Participation is limited to FinCEN employees. This policy does not cover detailees, students, platform, or contractor personnel. The Telework Program currently applies to home and mobile worksites located in the commuting area of the employee's official duty station. General Services Administration telework centers are not initially covered under this policy. In the future, depending on the needs of the bureau and the availability of resources, we may consider other telework locations, such as the telework centers.

**3. OFFICE OF PRIMARY INTEREST:**

Management Programs Division, Office of Human Resources.

/s/

William J. Fox  
Director

## TELEWORK PROGRAM

### 1. PROGRAM DEFINITIONS:

- A. Telework is a voluntary, flexible work arrangement that allows an employee to work away from the traditional office or official duty station at an alternate worksite one or more days per pay period. Telework is also referred to as "telecommuting" and "work-at-home". Telework programs may be designed to allow employees to work at an alternate worksite full-time, expanded, limited, or on an episodic basis, depending on the organizational mission and the roles and responsibilities of a particular office and its employees. Telework permits employees to engage in working arrangements at designated locations or other pre-approved alternative worksites known as "flexiplace".
- B. Flexiplace refers to an alternative location at which an employee works in lieu of reporting to their official duty station. Examples of flexiplace work environments include home sites, telework centers, and mobile office settings.
- C. Telework centers are General Services Administration approved worksites equipped with telecommunications and other office equipment to facilitate communication with the official duty station and other places of business in order to perform daily routine work responsibilities. Those centers are not included as an initial alternate worksite.
- D. Mobile office settings include alternate work environments in which employees are engaged in government business away from their office and home worksite environments. Mobile office settings are often established when employees are on a temporary duty or travel status.
- E. Episodic participation means approved telework performed on an occasional, one-time, or irregular, medical, or episodic (short duration, project-type work) basis.
- F. Limited participation means an employee works 1 day per week at an alternate worksite under a set schedule.
- G. Expanded participation means an employee participates in telework for a majority of the workweek, either 2 or 3 days per week under a set schedule.
- H. Full participation means an employee works full time (4-5 days per week) at an alternate worksite under a set schedule, only coming into the office at the request of his or her manager and for a specific purpose.
- I. Official Duty Station is the official office of assignment. Unless otherwise stated, each employee shall report to and perform his/her duties at this location. All pay, leave, and travel entitlements are based on this location.
- J. Sensitive Information: Information for which unauthorized access to, or the loss or misuse of would adversely affect the national interest or the conduct of federal programs,

or the privacy to which individuals are entitled under 5 U.S.C. Section 552a (the Privacy Act), but that has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept classified in the interest of national defense or foreign policy.

## 2. PROGRAM PROCEDURES:

- A. Participation. Participation in a telework arrangement is voluntary and is not an employee entitlement. An employee may participate in the program if the respective manager and first-level supervisor:
1. Apply the “Requirements for Participation in Telework Program” contained in the Department of the Treasury Telework and Flexiplace Program, Telework Handbook,
  2. Decide that the employee’s job duties and responsibilities are appropriate for offsite work, and,
  3. Determine that the employee possesses and maintains performance at the Fully Successful level and is suitable for participation in the Telework Program.
- B. Training and Guidelines. In addition, all managers, supervisors, and participating employees must attend telework training; follow the applicable guidelines outlined in the Department of the Treasury Telework and Flexiplace Program, Telework Handbook; and comply with this directive and all appendices.
- C. Agreement. The telework arrangement under which an employee will perform work must be clearly set forth in a written agreement and signed by the first-level supervisor and employee (Attachment 3). The Telework Agreement may be terminated at will by either the supervisor or the employee, with appropriate notification. Participation in the program will be terminated if an employee's performance does not meet the expected results (e.g., quality, quantity, timeliness) of either party or if the telework arrangement fails to meet organizational needs.
- D. Safe Work Environment. Participating employees are required to inspect their alternate worksite using the Home-Office Safety Self Inspection Guidelines and Checklist (Attachment 2). They are responsible for maintaining a safe work environment and by signing the telework agreement (FinForm 040) they certify that they have inspected their alternate worksite and that it is free of significant safety problems.
- E. Conditions of Employment. A telework arrangement does not alter the terms and conditions of appointment, including an employee’s official duty station, salary, benefits, individual rights, or obligations. All pay, leave, and travel entitlement shall be based on the official duty station. The telework arrangement shall not affect other conditions of employment, e.g., hours of work, time and attendance policies, dismissals, emergency closings, leave or compensation unless otherwise specified in the Telework Agreement Appendix A (FinForm 040).
- F. Renewal. Participants continuing in long-term arrangements after a one-year period must complete an annual Telework Renewal Agreement. At this point, the arrangement should be

reassessed to determine the need to revise or update existing participation criteria in Attachment 4 (FinForm 042).

### 3. PROGRAM RESPONSIBILITIES:

No provisions exist in agreements between employees and supervisors which would preclude management from taking any appropriate disciplinary or adverse action against an employee or supervisor who fails to comply with the provisions of the Telework Program.

- A. Senior Management. The Director, Deputy Director, Associate Directors, and Office Chiefs are managers; and as such, may authorize their respective Assistant Directors to oversee this program at their respective level. Management will:
1. Evaluate the impact of the telework program on the efficiency and effectiveness of their work operations.
  2. Incorporate teleworking into the Continuity of Operations Plans and Procedures as another alternative for relocating employees to continue providing customer service and carrying out the mission during an emergency situation
- B. First Line Managers. All supervisors, managers, and executives who are first-level supervisors are responsible for employees under their charge. In this regard, supervisors will:
1. Review and approve, or disapprove, employee requests to telework, using the criteria contained in the Department of the Treasury Telework and Flexiplace Program, Telework Handbook.
  2. Retain the original agreement (Attachment 3) for their files and forward a copy to the Telework Coordinator, Management Programs Division (MPD), Office of Human Resources.
  3. Ensure that telecommuting does not burden staff remaining in the office through equitable distribution of workload.
  4. Properly certify, approve, and monitor time and attendance for employees working in a telework status including ensuring that employees comply with all overtime and compensatory rules.
  5. Reserve the right to require employees to report to the traditional worksite on scheduled telework days, based on operational requirements.
  6. Assign appropriate work to be performed at the alternate worksite, and be accountable for the employee's work as in a regular office setting.
  7. Maintain performance management records and other appropriate information.
  8. Enforce safety and security policies affecting the mission of the Financial Crimes Enforcement Network in telework activities.

9. Attend supervisory telework training before approving telework agreements.
- C. Employees. Employees will complete the Telework Agreement (Attachment 3), abide by the parameters of the telework policy as stated in Treasury Directive 74-14, Treasury Telework and Flexiplace Program and the Department of the Treasury Telework and Flexiplace Program, Telework Handbook, and comply with all provisions of this directive and appendices. Additionally, employees agree they will:
1. Dedicate official duty time to government business only, and not conduct personal business while in official duty status at the alternate worksite, for example, caring for dependents or making home repairs.
  2. Be available to respond immediately to unexpected tasking or exigent circumstances during scheduled duty hours.
  3. Observe existing time and attendance policies in requesting leave, overtime, compensatory time, or working an approved Flexible Work Schedule (FWS), and not work overtime or compensatory hours unless approved in advance in accordance with procedures.
  4. Perform a home-office safety self-inspection using the Home-Office Safety Self Inspection Guidelines and Checklist (Attachment 2) prior to participating in teleworking and monitor the alternate worksite accordingly as conditions may change.
  5. Maintain a workspace that is free from personal distractions and safety hazards, and immediately report any on-the-job injuries to the first-level supervisor.
  6. Protect government property (equipment and software) from possible theft and environmental damage and ensure that work information in both hard copy and electronic format has been adequately secured. In cases of damage to unsecured equipment by non-employees, the employee will be held liable for repair or replacement of the equipment or software in compliance with applicable regulations on negligence.
  7. Use Government equipment only for its authorized purposes, complying with Treasury and FinCEN's personal use policy.
  8. Observe all rules, policies, and procedures regarding security, including:
    - a. Label all media with the highest information identifier (e.g. For Official Use Only) and safeguard it accordingly. No identifier above "For Official Use Only" will be acceptable for teleworking. Be responsible for notifying and coordinating any movement of computer equipment at their telework site with their first level-supervisor and Office of Technology Management.
    - b. Be required to transport their laptops and peripheral devices to the principal workplace when in need of repair and upgrade.
    - c. If an alternate worksite is approved for and contains sensitive information, such information must be kept secured at all times.

- d. Ensure that the alternate worksite has adequate physical and environmental security measures in place to protect the equipment from being accessed by unauthorized individuals.
  - e. Keep secure any security information such as a secure identification card and password.
  - f. Immediately report any unauthorized or suspicious activity at the alternate worksite using the same protocols as if they were located at their principal worksite.
  - g. Information contained on government systems or media will not be transferred or copied to an individually owned personal computer or media.
  - h. Information contained on a personal computer or media will not be transferred or copied to government systems or media.
9. Report suspected computer operational and security problems (i.e., system intrusion attempts, virus warnings, potential information compromises, etc.) to the Help desk at (703) 905-3767.
  10. Take training and be certified by Office of Technology Management to enable employee to troubleshoot common problems and move and reconnect IT equipment as necessary at the alternate worksite.
  11. Obtain a long distance phone card from Office of Technology Management to use in making official phone calls, if needed. Teleworking will only be via high speed internet connection (DSL or cable).
  12. Attend telework training prior to completing both the remote access agreement and the telework agreement.

D. Office of Chief Information Officer. In addition to standard organizational responsibilities, FinCEN has the right to inspect, during normal work hours with 24 hours of notice to the employee, the alternate worksite and government furnished equipment to monitor safety and security conditions, install, and evaluate the condition and operation of the equipment. The proposed technology support will be provided based on the following framework:

1. Government provided Information Technology (IT): FinCEN will issue equipment to teleworkers. Issuance of government owned IT equipment to the teleworker allows FinCEN to maintain control over what software resides on the equipment, what protections are in place on the equipment, and what kinds of equipment need to be supported by Office of Technology Management.
2. The issuance of equipment will be based on the teleworker's work requirement.
3. For the purposes of IT support, teleworkers fall into one of four categories requiring remote connectivity to the FinCEN Network to access email and/or FinCEN information systems:
  - Full participation – employee works full time (4-5 days per week) at an alternate worksite, only coming into the office at the request of his or her manager and for a specific purpose.

- Expanded participation - Employee participates in telework for a majority of the workweek, either 2 or 3 days per week under a set schedule.
  - Limited participation – The employee works 1 day per week at an alternate worksite under a set schedule.
  - Episodic participation – participation in telework is dependent upon the needs of the worker and demands of the work. This is a task based arrangement and the employee works on a particular task at an alternate worksite.
4. The employee must use their own Internet Service Provider (ISP) or Digital Subscriber Line (DSL), or cable modem provider for their connectivity. Workstations and Connectivity requirements based on the category of teleworkers:
- Full Participation Teleworkers may be issued a laptop computer and two each of the following peripherals as needed: docking station, monitor, keyboard and mouse. They will not be issued a desktop computer for use at the principal workplace.
  - Expanded Participation Teleworkers may be issued one laptop computer and one each of the following peripherals as needed: docking station, monitor, keyboard and mouse. One docking station with peripherals will be available at the principal workplace. They will not be issued a desktop computer for use at the principal workplace.
  - Limited Participation Teleworkers will be issued a laptop computer, without peripherals, only for the duration of the teleworking assignment. They will normally be issued a desktop computer for use at the principal workplace. However, under special circumstances peripherals may be issued, e.g., employee teleworking due to a medical condition.
5. Equipment related services:
- a. Long distance phone cards will be provided to the approved teleworker upon request.
  - b. Furnish, maintain, service, and account for all government owned IT equipment, to include loading software to government owned equipment.
  - c. Provide anti-virus scanning software as part of the software package. This software will be updated daily when the user logs onto the FinCEN network and automatically checks for infections.
  - d. The Help Desk staff will be available to provide assistance, when needed, over the telephone during normal weekday working hours. The Help Desk support hours are from 6:00 AM to 6:00 PM Monday through Friday, Eastern Standard/Daylight Time.
6. Due to the sensitive nature of FinCEN's mission, all information will be handled at a heightened level of security awareness critical to maintaining a safe and secure telework environment. In accordance with TD P 85-01, *Treasury Information Technology Security Program, Volume II, Handbook: Part 1, Sensitive Systems*,

Section 5.4.1, the following criteria must be met to ensure the security of the FinCEN network and the data contained therein:

- a. No classified information will be worked at the alternate worksite under any circumstance.
- b. First-level supervisors will determine whether or not sensitive information will be worked at the employee's home and will provide specific guidance to the employee once a decision is made to do so. **However, Bank Secrecy Act and Law Enforcement Sensitive information will not be accessed from the home worksite.**
- c. In the event the alternate worksite is approved for and contains sensitive information, all such information must be kept secured at all times. Floppy disks or other mobile media (i.e. thumbdrives, CD-Roms, etc.) are not authorized for use at remote locations. All work will be saved on the local hard drive or a network drive when connected to the FinCEN network. **Printing of sensitive information at home is prohibited.**
- d. To properly secure FinCEN's data for teleworking purposes:
  - a. Each laptop will be equipped with personal firewall software, and an encrypted hard drive;
  - b. FinCEN will employ Intrusion Detection Software;
  - c. Secure Virtual Private Network (VPN) will secure data communications between the laptop and the FinCEN network;
  - d. Teleworkers will be provided with a secure identification token and a password;
  - e. All Teleworkers shall sign a Remote Access Agreement before teleworking is approved.

E. Office of Security. In addition to standard organizational responsibilities, FinCEN has the right to inspect, during normal work hours with 24 hours of notice to the employee, the alternate worksite and government furnished equipment to monitor safety and security conditions.

F. The Management Programs Division is responsible for policy, general oversight, and program evaluation conducted through the Telework Coordinator. Success of the program depends on a close working relationship between the first-level supervisors and participating employees. The Telework Coordinator may request additional data as determined by the Director, Department of the Treasury, or the Office of Personnel Management.

4. **REVOCATION OF THE TELEWORK PROGRAM:** The Director or Deputy Director may terminate the Telework Program bureau-wide at any time.

Financial Crimes Enforcement Network (FinCEN)  
TELEWORK PROGRAM  
WORKSTATION DESIGN AND INSPECTION GUIDELINES

The following information can be applied to any alternative work arrangement, either at a telecenter or at a home office. It is provided to assist you in designing, establishing, adjusting, and/or inspecting your workstation at the alternate worksite. An adequate workstation should be safe and comfortable and should facilitate your job performance.

The following guide will familiarize you with many of the desirable aspects as well as hazards in an office work environment. If you suspect that something is hazardous, but are not sure, you can contact the Bureau Safety and Health Officer for assistance. It is recommended that you maintain this Guide as a reference source.

### WORKING OR WALKING SURFACES

Surfaces should be level and free of tripping, bumping, or slipping hazards. Things to look for include: torn carpet; electrical or telephone cords in walkways; partition support brackets, waste baskets, portable heaters, fans, etc. placed in walkways; file cabinet drawers and/or bookcase doors that open into an aisle; misaligned furniture; temporary or permanent storage that narrows or obstructs aisles; doors that open into aisles or narrow halls, etc.

### ELECTRICAL SAFETY

There are numerous safety considerations involved in the use of electrically powered equipment and appliances. These center around three hazards - shock, burns, and fire.

**Grounding:** Generally most homes/buildings are provided with three wire grounded electrical outlets. These should be checked for correct wiring and adequacy of grounds by the owner and/or appropriate officials. You should look for cracked or broken outlets, missing covers which expose the wiring or signs of arcing or burns around the outlet.

The subject of grounding for office type equipment is difficult to cover in this amount of space. As a general rule, if an appliance comes from the manufacturer with a three prong plug, the ground pin should not be broken off nor should the device be used ungrounded via a two prong adapter or extension cord. Large appliances such as refrigerators, computers, paper copiers, etc., as well as heating devices such as coffee pots, hot plates, etc., should be grounded.

**Electrical Cords:** Appliance and equipment cords should be checked for proper connection to the device, frayed or damaged insulation, defective plug, and exposed wires on a regular basis. The use of extension cords in the workplace should be limited and closely controlled. Extension cords are to be used only on a "temporary basis." If the condition where they are used calls for "long term use," then electrical outlets should be moved, added, or whatever proper corrective action may be necessary.

Try rearranging the furniture or adding additional electrical outlets before using extension cords. When they are used, they should be of the same or larger wire size as the cord being extended, and have a compatible connector plug. If an adapter is needed to connect the device to an extension cord, the wrong extension cord is being used.

**CAUTION:** Extension cords must never be draped over furniture, partitions, equipment, etc., or extended across aisles or walkways, nor extended through doors, walls, ceiling, etc., and never located under carpeting.

**Electrical Outlets:** A major cause of fire is overloaded electrical circuits.

**Fire Extinguishers:** Are there enough of the proper type of fire extinguishers and are they properly positioned? Fire extinguishers should be permanently mounted. The location of fire extinguishers must be clearly marked. If the view of an extinguisher is obstructed by partitions, furniture, corners, etc., then a directional arrow fire extinguisher location sign or some kind of marking is needed. The access to a fire extinguisher should never be blocked, even temporarily. The travel distance to reach an extinguisher should not exceed 75 feet.

All fire extinguishers should be checked regularly and inspected at least annually. They must have a tag attached showing the inspection date. Fire extinguishers must be hydrostatically tested every five to twelve years. Look for a metal tag or decal showing the last test date. If the extinguisher has a gauge, check to see that it is "full." Usually, this means that the gauge's arrow/needle is pointing straight up. Examine the fire extinguisher's hose and discharge nozzle for damage. Also check to see that the handle locking pin, or wire is intact. If not, the extinguisher could have been used and now has to be refilled. If the extinguisher has any damage, especially surface damage

such as dents, or has been discharged or tampered with, it must be inspected again by a qualified person.

**Sprinkler Systems:** Some facilities have automatic sprinkler protection. If your alternate work area has this, check to see that the sprinkler heads have not been painted. Paint can clog the sprinkler head and prevent it from operating properly. Storage under and around sprinkler heads should be limited to no closer than 18 inches in any direction to allow ample clearance for the water spray. Do not permit anything to be attached to or suspended from a sprinkler head. Ideally, the sprinkler system should be tied into the building's fire alarm system so that when a sprinkler head is activated, the proper authorities are notified immediately.

## **STORAGE**

The storing of any item on top of tall furniture or cabinets should be prohibited. To permit this practice sets the stage for many types of injuries. Employees attempting to place things on top of furniture or cabinets can strain themselves, can fall if chairs are used in place of ladders or even if ladders are used incorrectly. The items themselves can fall, striking employees. It is best to limit storage to designated storage rooms/areas.

A good practice is to limit storage height to maintain a minimum of 18 inches clearance from the ceiling in general, and from light fixtures and other electrical equipment in particular. If sprinkler protection is provided in the work or storage room, maintain as much clearance between stored items and the sprinkler head as possible; again, 18 inches is a good minimum clearance. Check to see that heavy items are stored on lower shelves. Have a ladder or approved step stool available so you can safely reach high places within the work or storage area.

## **HEATERS**

Care should be exercised when using portable heaters. Be sure that the heating element is guarded against accidental contact, positioned not too close to furniture or other combustibles, and that a tip-over switch cuts off electrical power to the heating element if the heater is knocked over. This feature could prevent the heater from starting a fire. Kerosene heaters should not be used in the work area.

## **COFFEE POTS OR SIMILAR ITEMS**

Use of coffee pots and similar items in the immediate work area should be placed out of normal walk areas and on a noncombustible surface. Never place such a device in a storeroom, closet, or other location where it cannot be observed. If the device is in a location where it cannot be observed, it could smolder, start a fire and spread beyond control before being detected. Should an electrical short-circuit occur, quick action is necessary to prevent fire hand. CTS can be reduced by stopping or limiting VDT activity, by maintaining proper posture, or as a last resort, surgery.

## **THE DESK**

The height of the work surface should be comfortable for typical uses (computer work, writing, or reading). Conventional desk surfaces are usually about 29 inches high, which is adequate for many tasks. The height recommended for a computing surface is approximately 26 inches.

## **THE CHAIR**

The chair is probably the most important piece of furniture in your work station. The seat should be adjustable, and the height (measured from the floor) of the top surface of the seat should be 15 to 21 inches. The backrest should be adjustable (height and angle) and should provide support for the telecommuter's lower back. Armrests should be substantial enough to provide support, but not so large as to be in the way.

## **LIGHTING**

The lighting in your workstation can affect comfort, visibility, and performance. Whether you're using natural daylight or artificial lighting, it should be directed toward the side or behind your line of vision, not in front or above it. Bright light sources can bounce off working surfaces and diminish your sense of contrast. Northern daylight is the best light for your workstation and for operating a computer.

## **NOISE**

Depending on your personality and work style, noisy or totally noise-free environments can be distracting and stressful. Some background sound such as music can be beneficial in maintaining a level of productivity and reducing boredom.













