Memorandum of Agreement on Work from Home

THIS AGREEMENT is made and entered into by and between [EMPLOYER] (“EMPLOYER short name” or “Company”), and Communications Workers of America (“CWA” or “Union”). The following guidelines will apply to any employee in a work from home title or arrangement.

1. Equipment: The Company will bear the cost of providing all necessary equipment to facilitate work from home, including but not limited to a computer, dual monitors, keyboard, webcam, secure router, surge protector, headset, and a mouse. Member requests for additional equipment to perform their job duties or to set up an ergonomically correct workstation shall not be unreasonably denied.
2. Employee Reimbursements: The Company will provide a one-time reimbursement to cover the purchase of an ergonomically correct office desk and chair, the amount of which will be based on the average cost of a list of widely-available and ergonomically appropriate options provided by the Company and approved by the Union. In addition, the Company will reimburse work from home employees for the on-going cost of a high-speed internet connection. The amount of this reimbursement will be based on the cost of acceptable high-speed internet options available in the employee’s service area. In states where reimbursement is required by state law, the employee will get the higher of the rate determined herein and the statutory rate.
3. Web Cameras: Web cameras will not be used to surveille or monitor work from home employees. Employees will be provided with at least 15 minutes notice when they are required to use the webcam and when a webcam is not in use, the webcam may be covered or deactivated by the member.
4. Outages: Employees will not suffer a loss of pay resulting from the inability to work from home, provided the cause is beyond the associate’s control. This includes, but is not limited to, power outages, internet outages, and the failure of company equipment or systems. Additionally, absences covered under this section will not count toward management’s tracking of unscheduled absences for discipline or dismissal purposes. Quotas or other metrics will be adjusted to account for absences under this section.
5. Disciplinary Meetings: Union representatives will be given at minimum 24 hours notice for all investigatory or disciplinary meetings they are required to attend involving work from home employees. The member being interviewed will be given the option to meet in-person for an investigatory interview at a designated Company location or, if mutually agreed, a Union location.
6. New Hire Orientations:Arrangements will be made for the Union to meet on paid time virtually with newly hired, rehired, or transferred members holding a WFH title.
7. Union Meetings: Members will be granted travel time with pay to attend Union membership meetings or ratification votes in their location when such activities are scheduled during their shift.
8. Virtual Bulletin Boards:

*Note: CWA contracts include examples of virtual bulletin boards maintained by the company and by the union.*

Union Provided Bulletin Board: The company will provide members with a link to access a virtual Union bulletin board provided and maintained by the Union.

Company Provided Bulletin Board: The Company will provide the Union the use of a virtual bulletin board and shall not require signature for postings. The Company will provide members with a link to access the virtual bulletin board.