

is Telecommuting right for your company?

TELECOMMUTING is a work arrangement where employees work from home or a remote office instead of traveling to a central office. Companies and employees can reap the benefits of telecommuting, starting with appropriate employees working away from the office just one day per week.



1. SAVE MONEY

An employee working from home half the time ⁽¹⁾ can:

save a
typical business
\$11,000
per person
per year

save
telecommuters
\$2,000–7,000
per person
per year

- Reduce expenses related to the purchase or leasing of office space; even expand your business without adding office space
- Reduce employee absenteeism
- Lower overhead costs on expenses such as office supplies, furniture, equipment, coffee and janitorial services



2. ENHANCE PERFORMANCE

A Stanford study found that working at home led to a 13 percent performance increase and improved work satisfaction within a group of call center employees. ⁽²⁾



3. IMPROVE EMPLOYEE RETENTION

In one study, 82 percent of telecommuters reported reduced stress and 80 percent reported improved morale. ⁽³⁾ The Stanford study found that the attrition rate among the call center employees was astoundingly reduced by half. ⁽²⁾

- Save employee time and money on commuting
- Cultivate higher employee satisfaction and increase retention



4. BE ECO-FRIENDLY

- Impact climate change by reducing commutes
- Reduce your company's carbon footprint with reduced office space needs and drive time

Post a job: jobs.utah.gov/employer

Telecommuting info: jobs.utah.gov/jobseeker/telecommute.pdf

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FREE TOOLS FOR TELECOMMUTING

- Skype
- GotoMeeting
- Google Docs
- Google Meet
- Many more...



CREATE A SUCCESSFUL TELECOMMUTING PROGRAM

Consult legal advice — Be sure to talk with a legal expert about issues such as workers' compensation, overtime, and responsibility for company property.

Create clear guidelines — Make sure the telecommuting program is clearly defined in regard to employee roles and responsibilities, what days telecommuting is allowed, and who the policy applies to including positions it does not fit.

Outcomes/Deliverables — Keep communication strong. Devise tools upfront to help telework employees stay connected to supervisors, team members, clients and the office.

SAMPLE GUIDELINES FOR EMPLOYEES WORKING REMOTELY

Communicate clear expectations for employees working remotely. A policy document with the information shown below can help.

- Summary of Expected Benefit: (why this arrangement should be established)
- Work Schedule: (what days and hours are to be worked remotely and those to be worked on site, including required on-site meetings or functions)
- Minimum Technical Needs: (internet vs hot spot, hardware, etc.)
- Workstation Details: (describe the workspace the employee will provide; specify the necessary communication and computer equipment, software, etc. the company will provide and how to work with the HelpDesk)
- Data Security Measures: (what data security risks will be addressed and how)
- Communication expectations: (describe the communication plan between the employee, associates, clients & others including notifications of availability, periodic logging, reporting, video calls, in-person meetings, etc.)
- Productivity expectations and measurement: (how productivity will be monitored and assessed, including expectations for acceptable and unacceptable performance)
- Work obstruction contingencies: (actions to take when equipment or system issues prevent work from being accomplished remotely, including when to "sign out," when to relocate on site, etc.)
- Review schedule: (specify when the remote work arrangement will be reevaluated for continued viability)
- Other Details: (add sections for other considerations as needed)
- Employee Working Remotely: (name and position)
- Supervisor Responsible: (name and position)
- Department Head Approval: (name and position)



Learn how to create a remote work plan for your business. Apply for the professional certificate course from USU Extension: remoteworkcertificate.com/leader

(1) <https://globalworkplaceanalytics.com/telecommuting-statistics>

(2) <https://nbloom.people.stanford.edu/sites/g/files/sbiybj4746/f/wfh.pdf>

(3) <https://www.slideshare.net/PGi/state-of-telecommuting-2014-pgi-report/1>