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Directive on Telework

1. Effective date

- 1.1 This directive takes effect on April 1, 2025.
- 1.2 This directive replaces the *Telework Policy* dated December 9, 1999.

2. Authorities

- 2.1 This directive is issued pursuant to the same authorities indicated in section 2 of the *Policy on People Management*.

3. Objectives and expected results

- 3.1 The objectives indicated in section 3 of the *Policy on People Management* apply to this directive.
- 3.2 The expected results indicated in section 3 of the *Policy on People Management* apply to this directive.

4. Requirements

- 4.1 The head of human resources is responsible for the following:

- 4.1.1 Ensuring that managers and employees are informed that participation in telework is voluntary and that employees are not required to telework;
 - 4.1.2 Identifying and assessing any relevant considerations, in collaboration with other senior officials in the areas of occupational health and safety, security, cyber security, privacy, information technology, information management, values and ethics, conflict of interest, financial management and material management;
 - 4.1.3 Providing information, procedures and practices about entering into a telework agreement to employees and managers, and making them readily available;
 - 4.1.4 Providing employees and managers information, training, procedures, and practices about departmental occupational health and safety policy and program and their responsibilities when teleworking;
 - 4.1.5 Establishing organizational criteria to distinguish between telework arrangements and ad hoc telework; and
 - 4.1.6 Informing employees and managers that telework arrangements are subject to review and may be modified or terminated by either party at any time, with reasonable notice.
- 4.2 Delegated managers are responsible for the following:
- 4.2.1 Entering into a telework agreement only where an employee's participation is voluntary;

- 4.2.2 Respecting departmental processes and procedures when making a decision to enter into a telework agreement with an employee;
- 4.2.3 Considering the impacts of a proposed telework arrangement on operational requirements before approving an employee's telework request;
- 4.2.4 Assessing an employee's request to telework on a case-by-case basis and that the decision and reasons are communicated in writing to the requester;
- 4.2.5 Validating the employee is aware of the departmental health and safety policy and program requirements when teleworking;
- 4.2.6 Validating the employee is aware and knows how to report immediately to the supervisor any accident, injury, occurrence of harassment and violence related to work;
- 4.2.7 Assuming the costs associated with the equipment deemed necessary to perform the work safely when teleworking as determined by the departmental occupational health and safety policy and program;
- 4.2.8 Validating the employee is aware of their security responsibilities and informed on how to minimize security risks;
- 4.2.9 Completing a telework agreement in accordance with the Standard on Telework Agreements in the appendix to this directive, and retained in accordance with the appropriate

departmental information management policies and procedures prior to the commencement of a telework agreement;

4.2.10 Reviewing telework agreements with employees at a minimum on an annual basis.

4.3 Employees who wish to participate in a telework arrangement are responsible for the following:

4.3.1 Requesting a telework agreement, in accordance with the processes and procedures established by their organization;

4.3.2 Protecting, safeguarding, managing records, personal and sensitive information in accordance with the Government of Canada privacy, security, and information management legislation and policies;

4.3.3 Adhering to government security policy and departmental security practices to effectively safeguard information, assets and individuals;

4.3.4 Informing their manager immediately in the event that any information or Crown assets are lost, stolen or damaged;

4.3.5 Maintaining vigilance and reporting changes in circumstances, potential security deficiencies, security incidents, suspected criminal activity, and other security issues through appropriate departmental channels;

4.3.6 Respecting the relevant terms and conditions of their employment, their collective agreement, legislation, and

Treasury Board and departmental policies while at the telework location;

- 4.3.7 Adhering to departmental health and safety policy and program, including at their telework location;
- 4.3.8 Reporting immediately, in accordance with the departmental health and safety policy and program, any accidents, incidents of harassment or violence, or any other event that has caused or could cause injury, illness, or harassment and violence during work;
- 4.3.9 Assuming all costs related to their telework location such as, but not limited to, utilities, appropriate insurance, internet and any equipment not provided by the employer.

5. Roles of other government organizations

- 5.1 Not applicable

6. Application

- 6.1 This directive applies to the employees and organizations listed in section 6 of the *Policy on People Management*. For greater certainty, this directive also applies to students, casuals, and part-time workers.

7. References

- 7.1 Legislation
 - *Access to Information Act*

- Canada Labour Code, Part II and associated Regulations
- Canada Occupational Health and Safety Regulations
- Canadian Human Rights Act
- Financial Administration Act
- Government Employees Compensation Act
- Privacy Act
- Employment Equity Act
- Official Languages Act

7.2 Related policy instruments

- Directive on the Management of Real Property which includes the Standard on Barrier-Free Access to Real Property.
- Policy on Government Security
- Policy on Service and Digital
- Policy on the Planning and Management of Investments
- Directive on the Management of Materiel
- Policy on Financial Management
- Directive on Travel, Hospitality, Conference and Event Expenditures
- Policy on Privacy Protection
- Directive on Privacy Practices
- Directive on Security Management
- Policy on Official Languages
- Directive on Official Languages for People Management
- Values and Ethics Code for the Public Sector
- Directive on the Conflict of Interest

8. Enquiries

- 8.1 For interpretation of any aspect of this directive, contact Treasury Board of Canada Secretariat Public Enquiries.
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Appendix A: Standard on Telework Agreements

A.1 Effective date

- A.1.1 This standard takes effect on April 1, 2025.

A.2 Standards

- A.2.1 This standard provides details on the minimum requirements for a telework agreement as set out in subsection 4.2.9 of the *Directive on Telework*.
- A.2.2 The telework agreement must include, at a minimum, the following details:
- A.2.2.1 Telework agreement information:
- Name;
 - Occupational group and level;
 - Position;
 - The address of the designated worksite.
 - The address of the primary telework location;

- The address of any supplemental telework location(s) (if applicable);
- The start and end date of the telework agreement;
- The telework schedule;
- A list of the equipment supplied by the employer;
- Employee's contact information at the telework location; and
- Manager's name.

A.2.2.2 Acknowledgement from the employee that:

- telework is a voluntary flexible work arrangement that can be modified or terminated by either party with reasonable notice. Modifications or terminations to the telework agreement must be provided in writing;
- the telework agreement must be reviewed on an annual basis at minimum;
- they are responsible for reporting to their designated worksite on their own time and at their own expense;
- telework is not a substitute for taking the appropriate leave, such as elder care, childcare, or other family related responsibilities. The employee is expected to have

arrangements in place during working hours;

- they have appropriate internet services (secure, high speed, reliable);
- they are aware of any applicable departmental procedures to be followed in the event of an interruption of network or internet connectivity, such as consulting with their manager, performing tasks that do not require network connectivity (where possible), reporting to the designated worksite, or taking appropriate leave.

A.2.2.3 Attestation from the employee that:

- they are expected to uphold the Values and Ethics Code for the Public Sector and comply with the Directive on Conflict of Interest;
- their telework location is a distraction free environment;
- they have appropriate insurance coverage for their telework location;
- they will assume the cost of equipping and maintaining the telework location, including costs such as utilities, high speed internet

and any equipment not provided by the employer.

A.2.2.4 Confirmation from the employee that they have:

- completed or renewed any relevant training as determined by the department prior to entering or renewing a telework agreement, including, but not limited to, privacy, security awareness, health and safety, information management practices, and asset management.

A.2.2.5 Departments should consider developing a health and safety checklist based on their occupational health and safety policy and program for managers to complete. Ensure at least annually:

- that the employee knows how to and can adjust their workstation to meet ergonomic standards in accordance with the departmental program;
- A regular method of communication is established between the employee and manager to ensure that the employee is safe and healthy;
- The manager has an emergency contact for the employee.

A.2.2.6 An attestation that the employee understands and will comply with government security

requirements outlined in the Policy on Government Security and related policy suite as well as departmental security practices at the telework location.

A.2.2.7 An attestation that the employee understands and will comply with the applicable requirements of the Privacy Act and related policy suite.

A.2.2.8 An attestation that the employee will comply with cyber security and cyber hygiene requirements.

Appendix B: Interim Standard on Occasional Travel to a Designated Worksite

B.1 This interim standard is a pilot and takes effect on June 1, 2023. It will remain in effect until March 31, 2027.

B.1.1 This standard may be amended or rescinded at any time.

B.2 Employees are expected to travel to their designated worksite on their own time and at their own expense. Notwithstanding this, pursuant to the Treasury Board *Directive on Travel, Hospitality, Conferences and Event Expenditures*, an employee with a full-time telework agreement pursuant to the *Directive on Telework* can be placed on travel status under the National Joint Council *Travel Directive* for the purpose of reporting to the designated worksite subject to the following conditions:

B.2.1 Eligibility

An employee who resides 125 kilometres or more from the designated worksite and who:

B.2.1.1 Is excluded or unrepresented, or is a member of a bargaining unit represented by one of the following bargaining agents in the core public administration:

- Public Service Alliance of Canada;
- Professional Institute of the Public Service of Canada;
- Association of Canadian Financial Officers;
- National Police Federation;
- Association of Justice Counsel;
- Professional Association of Foreign Service Officers;
- Canadian Federal Pilots Association;
- Unifor, Local 2182;
- Canadian Association of Professional Employees; or
- International Brotherhood of Electrical Workers, Local 2228; and

B.2.1.2 Has a full-time telework agreement signed after March 2020 and who was authorized in writing to move to the telework location at their own expense; or

B.2.1.3 Has been and continues to work with a full-time telework agreement signed before March 2020; or

B.2.1.4 Has a full-time telework agreement signed after March 2020 and who normally would have been relocated at Crown expense.

B.2.2 Exception to 125-kilometre distance

A deputy head may authorize an employee mentioned above that does not reside 125 kilometres or more from the designated worksite to be placed on travel status when due to a geographical barrier there is no alternative to using commercial transportation (for example, ferry) to travel from the telework location to the designated worksite and the cost of that transportation is more than \$150 for a return trip.

B.2.3 Frequency

Deputy heads should consider the operational requirements for occasional travel, balancing the frequency of the travel with the cost.

B.3 Reporting requirements

Organizations monitor and report semi-annually on the application of this authority.

Definition

designated worksite

A physical location under the organization's control. It is not a virtual location or residential address. The employer determines the location of the designated worksite associated with each position.

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