

BY ORDER OF THE COMMANDER
502D AIR BASE WING
JBSA INSTRUCTION 36-2102

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Personnel

TELEWORK AND REMOTE WORK PROGRAM
COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Department of Defense Instruction (DoDI) 1035.01, Telework Policy, and Air Force Instruction 36-2102, Air Force Civilian Telework Program. This instruction establishes the telework and remote work program for Joint Base San Antonio, applicable to civilian employees assigned to JBSA organizations. Military members may participate in telework programs only as specifically authorized by their commander.

SUMMARY OF CHANGES

This revision establishes a standardized telework schedule framework, adds guidance for secure processing on home networks, updates equipment accountability procedures, clarifies performance expectations, and incorporates lessons learned from expanded telework operations. Employees currently on telework agreements must review and re-certify by 1 January 2026.

CHAPTER 1

PROGRAM OVERVIEW

1.1. Purpose. This instruction establishes a telework program that enhances mission accomplishment, improves work-life balance, reduces facility costs, and supports continuity of operations while maintaining productivity and security standards.

1.2. Definitions.

1.2.1. Telework. A work arrangement where an employee performs officially assigned duties at an approved alternative worksite (e.g., home) on a regular and recurring basis.

1.2.2. Remote Work. A work arrangement where the employee's official worksite is an alternative location (typically the home) with no expectation of regular in-office presence.

1.2.3. Situational Telework. Telework approved on a case-by-case basis for specific circumstances (e.g., inclement weather, medical accommodation, special projects).

1.2.4. Alternative Worksite. An approved location other than the traditional office where work is performed.

1.3. Program Goals.

1.3.1. Maintain or improve productivity and mission accomplishment.

1.3.2. Enhance employee work-life balance and job satisfaction.

1.3.3. Reduce facility and parking requirements.

1.3.4. Support recruitment and retention of qualified employees.

1.3.5. Ensure continuity of operations during emergencies.

1.4. Applicability.

1.4.1. This instruction applies to all appropriated fund civilian employees assigned to JBSA organizations.

1.4.2. Non-appropriated fund (NAF) employees may participate based on component guidance.

1.4.3. Military members may telework only when specifically authorized by their commander in writing.

1.4.4. Contractors are governed by their contract terms and are not covered by this instruction.

CHAPTER 2

ELIGIBILITY

2.1. Position Eligibility. Positions are eligible for telework if:

2.1.1. At least 50% of the position's duties can be performed at an alternative worksite.

2.1.2. Physical presence is not required for the majority of work tasks.

2.1.3. The work does not require daily access to classified information or systems.

2.1.4. Face-to-face interaction requirements can be scheduled around telework days.

2.2. Positions Generally Eligible.

2.2.1. Administrative and clerical positions

2.2.2. Program and project management

2.2.3. Analysis and research positions

2.2.4. Writing and editing positions

2.2.5. Information technology positions (excluding hands-on hardware support)

2.2.6. Budget and financial analysis

2.2.7. Human resources (most functions)

2.2.8. Contracting (excluding source selection sensitive periods)

2.3. Positions Generally Ineligible.

2.3.1. Positions requiring daily hands-on work with equipment or materials

2.3.2. Positions providing in-person customer service

2.3.3. Positions requiring routine access to classified systems

2.3.4. Security forces and emergency response positions

2.3.5. Medical positions requiring patient contact

2.3.6. Childcare and youth program positions

2.3.7. Maintenance and repair positions

2.3.8. Food service positions

2.4. Employee Eligibility. Employees are eligible if:

2.4.1. They are in a telework-eligible position.

2.4.2. They have a current performance rating of "Fully Successful" or equivalent.

2.4.3. They have not received disciplinary action in the past 12 months.

2.4.4. They complete required telework training.

2.4.5. THEY HAVE A SUITABLE HOME WORKSPACE (SEE CHAPTER 4).

2.5. Probationary Employees.

2.5.1. Employees in their probationary period may telework after 90 days of employment.

2.5.2. Supervisor must certify the employee has demonstrated ability to work independently.

2.5.3. Probationary telework may be limited to 1 day per week initially.

CHAPTER 3

TELEWORK SCHEDULES

3.1. Regular Telework Schedule Options.

3.1.1. Option A - One Day Per Week. Employee teleworks one fixed day per week.

This is the default option for most positions.

3.1.2. Option B - Two Days Per Week. Employee teleworks two fixed days per week.

Available for positions highly suited to telework.

3.1.3. Option C - Three Days Per Week. Employee teleworks three days per week.

Requires one-level-up supervisor approval (supervisor's supervisor).

3.1.4. Option D - Remote Work (4-5 days). Employee is full-time remote. Requires director-level approval and locality pay adjustment.

3.2. Core In-Office Days.

3.2.1. Organizations may designate core in-office days for team meetings and collaboration.

3.2.2. All employees should expect to be in the office for designated core days.

3.2.3. Core days will be established at the squadron/directorate level and communicated to all employees.

3.3. Scheduling Restrictions.

3.3.1. Telework days may not be scheduled on:

3.3.1.1. Days with mandatory in-person meetings or events

3.3.1.2. Days with required face-to-face training

3.3.1.3. Days designated as core in-office days by the organization

3.3.2. Fridays and Mondays: No more than 50% of a work section may telework on Fridays or Mondays to ensure adequate office coverage.

3.4. Schedule Changes.

3.4.1. Temporary schedule changes may be approved by the immediate supervisor.

3.4.2. Permanent schedule changes require a new telework agreement.

3.4.3. Mission requirements take precedence; telework days may be cancelled with 24-hour notice when possible.

3.5. Situational Telework.

3.5.1. May be approved for circumstances such as:

3.5.1.1. Inclement weather when base remains open

3.5.1.2. Waiting for maintenance or deliveries at home

3.5.1.3. Minor illness that does not prevent working

3.5.1.4. Special projects requiring focused, uninterrupted work

3.5.2. Request situational telework from supervisor as early as possible.

3.5.3. Situational telework is not an entitlement and may be denied.

CHAPTER 4

WORKSPACE REQUIREMENTS

4.1. Home Office Requirements.

4.1.1. Dedicated workspace with adequate lighting and ventilation.

4.1.2. Reliable high-speed internet connection (minimum 25 Mbps download).

4.1.3. Telephone or VoIP capability for voice communication.

4.1.4. Workspace free from distractions during work hours.

4.1.5. Proper ergonomic setup (desk, chair at appropriate height).

4.2. Safety Requirements.

4.2.1. Employees certify their home workspace meets safety standards (DD Form 2946).

4.2.2. Work area free of hazards (tripping hazards, exposed wiring, etc.).

4.2.3. Working smoke detectors in the home.

4.2.4. Adequate electrical circuits to support equipment.

4.3. Equipment.

4.3.1. Government-Furnished Equipment (GFE). The government may provide:

4.3.1.1. Laptop computer

4.3.1.2. Monitor (one additional monitor upon request)

4.3.1.3. Keyboard and mouse

4.3.1.4. Headset for teleconferences

4.3.1.5. CAC reader

4.3.2. Employee-Provided. The employee is responsible for:

4.3.2.1. Internet service (employees may not claim reimbursement)

4.3.2.2. Desk and chair

4.3.2.3. Telephone or cell phone

4.3.2.4. Printer (if needed; use of office printers is encouraged)

4.3.3. Equipment Accountability. GFE must be:

4.3.3.1. Listed on a hand receipt signed by the employee

4.3.3.2. Used only for official government business

4.3.3.3. Secured when not in use

4.3.3.4. Returned upon termination of telework agreement

4.4. Dependent Care.

4.4.1. Telework is not a substitute for dependent care.

4.4.2. Employees must have arrangements for dependents that allow uninterrupted work during scheduled telework hours.

4.4.3. Occasional interruptions for school-age children are understood but should not impact productivity.

CHAPTER 5

SECURITY

5.1. Information Security.

5.1.1. All information security policies apply to telework locations.

5.1.2. Controlled Unclassified Information (CUI) may be accessed via approved government systems only.

5.1.3. Classified information may NOT be accessed from telework locations unless specifically authorized and proper security measures are in place.

5.1.4. Employees will not store government data on personal devices.

5.2. Network Security.

5.2.1. Government laptops must connect through the VPN when accessing government

networks.

5.2.2. Home wireless networks must use WPA2 or WPA3 encryption.

5.2.3. Public wireless networks (coffee shops, hotels) may not be used for government work without VPN connection.

5.2.4. Keep operating system and antivirus software updated.

5.3. Physical Security.

5.3.1. Government equipment must be secured when not in use.

5.3.2. Do not leave laptops visible in vehicles.

5.3.3. Lock screens when stepping away from the computer.

5.3.4. Sensitive documents must be stored securely or shredded when no longer needed.

5.4. Incident Reporting.

5.4.1. Report lost or stolen government equipment immediately to:

5.4.1.1. Supervisor

5.4.1.2. Information Security Officer (ISO)

5.4.1.3. Security Forces (if theft is suspected)

5.4.2. Report cybersecurity incidents to the Communications Squadron Help Desk.

CHAPTER 6

PERFORMANCE EXPECTATIONS

6.1. Work Hours.

6.1.1. Employees must be accessible during their scheduled work hours.

6.1.2. Core hours of 0900-1500 apply to telework days unless alternate schedule is approved.

6.1.3. Employees must respond to communications within reasonable timeframes (generally within 1 hour during core hours).

6.2. Availability.

6.2.1. Employees must be reachable by telephone and email during work hours.

6.2.2. Keep instant messaging status updated (Teams, Jabber, etc.).

6.2.3. Notify supervisor if temporarily unavailable (e.g., medical appointment).

6.2.4. Attend all scheduled meetings (virtually or in person as required).

6.3. Productivity.

6.3.1. Telework employees are expected to maintain the same level of productivity as when working in the office.

6.3.2. Supervisors may request work logs or status updates as needed.

6.3.3. Performance issues will be addressed the same as for in-office employees.

6.3.4. Chronic accessibility or productivity issues may result in telework termination.

6.4. Time and Attendance.

6.4.1. Telework is not leave. Employees must account for all work hours.

6.4.2. If unable to work due to illness, employees must request sick leave.

6.4.3. If personal business interrupts work, employees must adjust time or use leave.

6.4.4. Overtime must be approved in advance, same as in-office work.

CHAPTER 7

TELEWORK AGREEMENTS AND TERMINATION

7.1. Telework Agreement.

7.1.1. All teleworkers must have a signed DD Form 2946, Telework Agreement.

7.1.2. Agreements specify:

7.1.2.1. Telework schedule (days/hours)

7.1.2.2. Official duty station

7.1.2.3. Work expectations

7.1.2.4. Equipment provided

7.1.2.5. Safety and security certifications

7.1.3. Agreements are valid for up to 2 years and must be renewed.

7.1.4. Changes to schedule or location require a new or amended agreement.

7.2. Training Requirements.

7.2.1. Employees must complete telework training prior to beginning telework.

7.2.2. Training is available through the Civilian Personnel Office or online.

7.2.3. Supervisors of teleworkers must complete telework supervisor training.

7.2.4. Training must be refreshed every 2 years.

7.3. Termination of Telework.

7.3.1. Voluntary Termination. Employees may end their telework agreement with 2 weeks notice.

7.3.2. Involuntary Termination. Management may terminate telework for:

7.3.2.1. Performance issues

7.3.2.2. Disciplinary action

7.3.2.3. Mission requirements

7.3.2.4. Failure to comply with telework policies

7.3.2.5. Change in position duties

7.3.3. Employees will receive written notice of involuntary termination with explanation.

7.3.4. Telework termination is not grievable unless related to discrimination or reprisal.

7.4. Return of Equipment.

7.4.1. Upon termination of telework, GFE must be returned within 5 business days.

7.4.2. Coordinate return with supervisor and IT support.

7.4.3. Failure to return equipment may result in payroll deduction for replacement cost.

DAVID R. NELSON, Colonel, USAF

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Attachment 1: DD Form 2946, Telework Agreement (Instructions)

Attachment 2: Home Safety Checklist

Attachment 3: Telework Schedule Request Template

Attachment 4: Frequently Asked Questions