

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 increases the internet stipend from \$50 to \$75 per month, reduces mandatory in-office collaboration days from two days (Tuesday/Wednesday) to one day (Wednesday only), adds mental health day provisions, and updates equipment refresh cycle to 3 years.

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.

1.2.5. Hoteling. A flexible workspace arrangement where employees reserve shared office space on days they work on-site.

1.2.6. Hybrid Meeting. A meeting with both in-person and remote participants.

1.2.7. Mental Health Day. A situational telework day used for mental wellness and stress management. (NEW)

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.

1.3.6. Reduce environmental impact through decreased commuting.

1.3.7. Support employee mental health and wellness. (NEW)

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 40% 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)

2.2.9. Training and education development

2.2.10. Public affairs and communications

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).

- 2.4.6.** They have reliable internet meeting minimum speed requirements.
- 2.5.** Probationary Employees.
- 2.5.1.** Employees in their probationary period may telework after 60 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 2 days 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.
 - 3.1.2.** Option B - Two Days Per Week. Employee teleworks two fixed days per week.
This is the default option for most positions.
 - 3.1.3.** Option C - Three Days Per Week. Employee teleworks three days per week.
Requires supervisor approval.
 - 3.1.4.** Option D - Four Days Per Week. Employee teleworks four days per week.
Requires director-level approval. Employee must participate in hoteling program.
 - 3.1.5.** Option E - Remote Work (5 days). Employee is full-time remote. Requires wing-level approval and locality pay adjustment.

- 3.2.** Mandatory In-Office Days.
- 3.2.1.** Wednesday is designated as the JBSA-wide collaboration day.
(CHANGED from Tuesday and Wednesday)
 - 3.2.2.** All telework-eligible employees should plan to be in the office on Wednesday unless mission requires otherwise.

3.2.3. Organizations may designate additional core in-office days as needed.

3.2.4. Exceptions require supervisor approval and should be rare.

3.3. Scheduling Restrictions.

3.3.1. Telework days may not be scheduled on:

3.3.1.1. Designated collaboration day (Wednesday) without approval

3.3.1.2. Days with mandatory in-person meetings or events

3.3.1.3. Days with required face-to-face training

3.3.2. Mondays and Fridays: No more than 60% of a work section may telework on

Mondays or Fridays 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

3.5.1.5. Dependent care emergencies (short-term only)

3.5.1.6. Mental health and wellness days (see 3.6) (NEW)

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.

3.6. Mental Health Days. (NEW SECTION)

3.6.1. Employees may request up to 2 mental health telework days per quarter.

3.6.2. Mental health days allow employees to work from home when experiencing stress, anxiety, or other mental wellness concerns that do not require sick leave.

3.6.3. Requests should be made to supervisor; detailed explanation is not required.

3.6.4. Mental health days count as situational telework, not leave.

3.6.5. Supervisors should approve requests unless mission-critical needs prevent.

3.6.6. This provision supports the Air Force Resilience mission.

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 50 Mbps download, 10 Mbps upload).

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).

4.1.6. Adequate lighting for video calls.

4.1.7. Professional background or ability to use virtual background.

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 will provide:

4.3.1.1. Laptop computer

4.3.1.2. Two monitors

4.3.1.3. Docking station

4.3.1.4. Keyboard and mouse

4.3.1.5. Headset with microphone for teleconferences

4.3.1.6. Webcam (if not built into laptop)

4.3.1.7. CAC reader

4.3.2. Equipment Refresh. GFE will be refreshed every 3 years or as needed to maintain performance standards. (NEW)

4.3.3. Internet Stipend.

4.3.3.1. Employees teleworking 3+ days per week may receive a monthly internet stipend of \$75. (CHANGED from \$50)

4.3.3.2. Stipend is processed through payroll and is taxable income.

4.3.3.3. Submit SF-1164 with internet bill to supervisor for approval.

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

4.3.4.1. Desk and chair

4.3.4.2. Telephone or cell phone

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

4.3.5. Equipment Accountability. GFE must be:

4.3.5.1. Listed on a hand receipt signed by the employee

4.3.5.2. Used only for official government business

4.3.5.3. Secured when not in use

4.3.5.4. 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.

4.4.4. Brief dependent care emergencies may be accommodated with supervisor approval and schedule adjustment.

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 WPA3 encryption.

5.2.3. Home network password must be at least 12 characters.

5.2.4. Router firmware must be updated at least quarterly.

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

5.2.6. Keep operating system and antivirus software updated.

5.2.7. IoT devices should be on a separate network segment from work devices when possible.

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.

5.3.5. Use privacy screen when working in shared spaces.

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 30 minutes during core hours for instant messages, 2 hours for email).

6.2. Availability.

- 6.2.1.** Employees must be reachable by telephone, email, and instant message during work hours.
- 6.2.2.** Keep instant messaging status updated and accurate (Teams, Jabber, etc.).
- 6.2.3.** Calendar must be current with meetings and focus time blocked.
- 6.2.4.** Notify supervisor if temporarily unavailable (e.g., medical appointment).
- 6.2.5.** Attend all scheduled meetings (virtually or in person as required).
- 6.2.6.** Camera should be on for video meetings unless bandwidth issues prevent.

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

7.1.2.6. Internet speed certification

7.1.3. Agreements are valid for up to 1 year 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 annually.

7.2.5. Cybersecurity for Teleworkers training required annually.

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

7.3.2.6. Failure to maintain minimum internet speeds

7.3.2.7. Repeated availability issues

7.3.3. Employees will receive written notice of involuntary termination with explanation and 14-day transition period.

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.

CHAPTER 8

HYBRID MEETINGS

8.1. PURPOSE. THIS CHAPTER ESTABLISHES STANDARDS FOR MEETINGS WITH BOTH IN-PERSON AND

remote participants to ensure equitable participation.

8.2. Meeting Organizer Responsibilities.

8.2.1. Clearly indicate in the meeting invite whether in-person attendance is required, preferred, or optional.

8.2.2. Ensure conference room has adequate audio/video equipment for remote participants.

8.2.3. Share meeting materials electronically before the meeting.

8.2.4. Designate a "remote advocate" for meetings with 5+ in-person attendees.

8.3. In-Person Participant Responsibilities.

8.3.1. Speak clearly and direct comments toward the microphone.

8.3.2. Identify yourself before speaking if remote participants cannot see you.

8.3.3. Avoid side conversations that exclude remote participants.

8.3.4. Share physical materials via screen share or follow-up email.

8.4. Remote Participant Responsibilities.

8.4.1. Join from a quiet location with stable internet.

8.4.2. Keep camera on when possible.

8.4.3. Use mute when not speaking.

8.4.4. Use raise hand or chat features to indicate desire to speak.

8.5. Technology Requirements.

8.5.1. All conference rooms used for hybrid meetings must have:

- 8.5.1.1.** Wide-angle camera or meeting owl device
 - 8.5.1.2.** Quality microphone that picks up all in-room participants
 - 8.5.1.3.** Large display visible to in-room participants
 - 8.5.1.4.** Screen sharing capability
- 8.5.2.** Report inadequate meeting room technology to Facilities Management.

CHAPTER 9

HOTELING PROGRAM

9.1. Purpose. The hoteling program provides flexible workspace for employees who telework 3+ days per week and do not require a dedicated desk.

9.2. Eligibility.

9.2.1. Employees on telework Option D (4 days/week) are required to participate in hoteling.

9.2.2. Employees on Option C (3 days/week) may voluntarily participate.

9.2.3. Employees who require specialized equipment may be exempt.

9.3. Reservations.

9.3.1. Hoteling spaces are reserved through the JBSA Space Reservation System.

9.3.2. Reservations may be made up to 2 weeks in advance.

9.3.3. Reservations not checked in within 30 minutes may be released.

9.3.4. Repeated no-shows may result in loss of hoteling privileges.

9.4. Workspace Standards.

9.4.1. Hoteling spaces include: desk, chair, monitor, keyboard, mouse, and docking station.

9.4.2. Employees bring their government laptop and any personal items needed.

9.4.3. Spaces must be cleared at the end of each day.

9.4.4. No personal items may be stored overnight in hoteling spaces.

9.5. Locker Storage.

9.5.1. Employees participating in hoteling may request a personal locker.

9.5.2. Lockers are assigned through Facilities Management.

9.5.3. Government property may not be stored in lockers overnight.

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Vice Commander, 502d Air Base Wing

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

Attachment 2: Home Safety and Network Security Checklist

Attachment 3: Telework Schedule Request Template

Attachment 4: Hybrid Meeting Best Practices Guide

Attachment 5: Hoteling Space Reservation Guide

Attachment 6: Mental Health Day Request Guidance