

OSH Compliance Work at Home Policy
Effective 9/1/2022

The vast majority of the OSH Compliance staff are office-based in one of the five field offices. Given the complexities of OSH compliance work and the challenges associated with building legally defensible case files, it is important for Compliance Safety and Health Officers (CSHOs) to be in the office when not in the field conducting inspections. Their presence in the office allows for sharing of information with their supervisor and other CSHOs, which improves consistency among the districts. It also provides multiple learning opportunities for CSHO trainees who would otherwise be working alone at home or in a mostly empty office. While the benefits of an office-based staff are significant, many OSHNC employees enjoy the flexibility of working at home occasionally. This improves employee morale and helps to retain our staff long-term. For those reasons, the Work at Home Policy is being expanded to include OSH Compliance managers and administrative staff.

Policy

The following job categories within OSH Compliance are eligible to work at home:

1) Compliance Safety & Health Officers (CSHOs)

- CSHOs may work at home up to two (2) days each week. This includes days where the employee has a personal appointment (e.g., doctor, dentist, etc.) and works at home the rest of the day.
- If the CSHO is conducting field inspection activities for more than six (6) hours in a day, they may start or finish their day by working at home. This is not included in the two work-at-home days allowed each week.
- Per the OE activity report data, CSHOs average approximately 5.2 hours per week out in the field each week (travel and onsite time). As a result, unless leave time is taken, CSHOs will typically be in the office for 2 or 3 days each week at a minimum.

2) Compliance District Supervisors

- District Supervisors may work at home up to two (2) days each week. This includes days where the employee has a personal appointment (e.g., doctor, dentist, etc.) and works at home the rest of the day.
- Unless leave time is taken, District Supervisors would normally be in the office a minimum of three (3) days each week.

3) Compliance Bureau Chiefs

- Bureau Chiefs may work at home up to two (2) days each week. This includes days where the employee has a personal appointment (e.g., doctor, dentist, etc.) and works at home the rest of the day.

- Unless leave time is taken, Bureau Chiefs would normally be in one of the OSHNC offices a minimum of three (3) days each week.

4) OSHNC Administrative Staff

- Admin staff are of critical importance to OSHNC office operations – answering phones, greeting visitors at the field office, and processing complaints and citations. As a result, it's more difficult for them to work at home. However, provided they have sufficient work in their OE queue and can successfully process that work from home, they may work at home one (1) day each week.
- With enough work, office coverage for the phones and visitors, and approval of their supervisor, they may work at home before and/or after any personal appointments (e.g., doctor, dentist, etc.). This is not included in the one work-at-home day for the week but should not exceed one additional day in a particular week.

Requirements for working at home

As noted above, nearly all OSH Compliance positions are office-based. Working at home once or twice a week is a privilege and not an automatic part of the job. Employees certainly don't have to work from home if they don't want to. However, if they choose to do so, the following requirements apply:

- The employee must maintain an overall 2.0 NCVIP rating without rounding.
- If the evidence supports the employee is not being productive at home (e.g., decreasing inspection numbers, high lapse time, minimal progress on a case file, etc.), the supervisor may ask for detailed information on the work accomplished while at home on a given day. The employee is expected to provide that information. The work at home privilege may be reduced or suspended for a certain time period if productivity issues continue. This may be done prior to a documented counseling session or other disciplinary action.
- The employee must provide high-speed internet at home at their own expense.
- They must utilize state-owned laptops, printers, and other equipment in accordance with established policies and procedures.
- They must have a personal cell phone, provide that number to OSHNC management and staff, and be available for calls during normal business hours.
- If their office phone has the capability to be forwarded, it will be forwarded to the employee's cell phone. If not, they should check their office voice mail periodically during normal business hours to retrieve messages and return calls.