

# CED Panel Discussion

## CP Telecommuting Program Overview



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- Background
- What is telecommuting...
- Manager and Employee self assessment
- Policies & principles
- Steps to implementation
- CP plans for 2008
- Q/A's

## ■ Why introduce the Telecommuting Program

Improve employees work life balance by providing greater work flexibility

Increase productivity

Improve CPR's ability to attract and retain employees

Provide opportunity for cost reduction by releasing current real estate

## ■ Scope - phased approach

✓ Initially head office due to proximity to business needs

✓ Central Parkway and Montreal based on interest

✓ Minneapolis

✓ Unionized suited positions

# Telecommuting...what it is...

## What it is...

- performing your whole job from home rather than at a traditional office
- voluntary
- work and personal/home life balance
- flexibility – more time spent at home
- working from home a min. of 3 days
- requires minimum 6 month commitment

## What it is NOT...

- just managing your in-basket (e-mail)
- working from the hoteling stations (e.g. in 4<sup>th</sup> and 6<sup>th</sup> floor lobbies in GCS)
- working from home on an ad-hoc basis
- working from home only 1 or 2 days
- daycare or elderly care alternative

# Manager & Employee Self-Assessment

- Refer to Telecommuting Program Employee Guidelines for Employees and check lists

Evaluate job role – position is driver – not the employee

Employee situation

Home environment (e.g. not proxy for dependent care)

Manager support

- Tax implications

Employment Expenses – T4044

Interpretation Bulletin – IT352R2

- Employee's Expenses, including Work Space in Home Expenses

Declaration of Conditions of Employment

Examples of impact based on type of ownership

# Policies & Principles

## ■ Program

Minimum 6 month commitment by both parties

Minimum 3 days per week

\$1,000, one-time lump sum – to assist with home set up costs

Hoteling stations are for overflow

Scheduling employees may be required

Access to high speed internet

Business telephone & high speed internet

Corporate budget for tracking purposes

## ■ Manager of Telecommuter

Scheduling of employees

Approvals – job role and employee fit

Adopt skills on “how to manage telecommuters”

Approvals for local fax machine / printer, etc based on business requirements

## *Facility at home and back at the office*

- Telecommute Program provides employees at home
  - Laptop (incl. external keyboard, mouse, cable lock, docking stn, bag)
  - High speed broadband (i.e. ADSL) connection
  - Telephone line (land or cell line)
  - Telephone handset
  - Upright lockers
  - File cabinets (1<sup>st</sup> come, 1<sup>st</sup> serve)
- Telecommuter facility back at the office
  - Shared work space – incl. monitor, keyboard, mouse, reference material
  - One file cabinet drawer
  - Telephone (dummy number)
  - Purge files

## Steps to Implementation

- Confirm technological infrastructure works as intended (remote internet access & firewall)
  - Evaluate telephone switch & LAN capacity
- Meeting with managers from potential candidate groups
- Conduct role suitability evaluation – as required
- Validating applications and high speed internet connectivity
- Orientation sessions – signed request forms and telecommuting agreement – good to go
- Permitted telecommuters to use own infrastructure temporarily
- Select implementation date
- Currently approved 270 telecommuters – over 240 active

# Survey Results (March 2007)

## Survey Results Summary - March 2007

### 81 TOTAL REPSONSES

When you decided to telecommute, what were the aspects that attracted you?

	POSITIVE	NIL RESPONSE	NEGATIVE
Less commuting time	80	1	NIL
Fewer interruptions	70	11	NIL
More time at home	56	25	NIL
Fewer expenses	58	23	NIL
More work productivity	72	9	NIL
Less need for leaves of absence	14	67	NIL

Now that you have some experience with telecommuting, do you find you have achieved those things?

	POSITIVE	NIL RESPONSE	NEGATIVE
Less commuting time	79	1	1
Fewer interruptions	73	6	1
More time at home	65	15	1
Fewer expenses	69	9	2
More work productivity	73	5	3
Less need for leaves of absence	27	46	8

Which statements about telecommuting would you agree with?

	POSITIVE	NIL RESPONSE	NEGATIVE
I made the right decision to telecommute	80	1	-
My quality of life has improved with telecommuting	79	2	-
I still get enough face-to-face time with clients and co-workers	75	-	4
Telecommuting has made me a more engaged employee	61	8	12

# CPR Implementation Plan for 2008

- Technology testing approved:
  - IP agent software – for call agents on major PBX switches
  - Instant messaging
- Orientation sessions for managers
- Transition to HRSC, IT Group and Facilities and following normal sustainment process
- Communications plan
  - Survey analysis (baseline & Q1 surveys taken)
    - Telecommuters
    - Managers
  - Word of mouth
  - Encourage senior managers

# Q & A's