



## Alternate Work Schedule/Flex Options & Total Time Reporting

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Important changes were implemented in 2019 that impacted time recording practices and work schedules for JSA employees. These changes were designed to better align our policies and practices with the demands of today's workforce.

Effective April 1, 2019, all employees are offered the opportunity to request a work schedule other than the standard 8 hour workday, five days per week. Adjustments were also made in how work time is recorded in the timekeeping system so that all hours worked daily are captured. To achieve this, the following was introduced:

- Alternate Work Schedule (to include Flex Schedules & Flex Time)
- Total Time Reporting

Why did JSA make these changes?

- Alternate Work Schedule (AWS)
  - To offer employees a schedule that provides for flexibility in work days and hours to accommodate personal situations while simultaneously meeting all of the performance requirements of the job.
  - To have consistency & transparency with respect to such requests across the lab.
- Total Time Recording (TTR)
  - To accommodate Alternate Work Schedules.
  - To provide a more accurate picture of employee work patterns and actual level of effort required which helps identify potentially unsafe workloads or inequitable workload assignments not otherwise visible today.

The opportunity to request AWS, Flex Schedule, and/or Flex Time is available to all employees. Line management approval, to include Division Head or Associate Director level sign off, is required for AWS requests. Flex Schedule and Flex Time requests are reviewed and approved by the supervisor.

The terms and definitions that follow are a useful reference to assist you in reviewing this document. The Frequently Asked Questions (FAQs) provides information regarding these subjects and examples of how time sheets will be completed, based upon work schedule.

## Terms and Definitions

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- Standard Work Schedule – The Lab’s default work schedule of 8 hours/day, 5 days/week.
- Alternate Work Schedule (AWS) – An approved, recurring, static work schedule other than 8 hours/day, 5 days/week.
- Flex Schedule – An approved, recurring, static schedule where start and end hours deviate from the standard work day schedule of 8 a.m.-5 p.m.
  - Example: 6 a.m.-3 p.m. each day of the work week
- Flex Time – An approved, ad hoc shifting of work day(s) and/or hour(s) within the measurement period.
  - Example: An employee left two hours early for an appointment on Monday and worked an extra hour on Tuesday and another extra hour on Wednesday to account for that time.
- Measurement Period – The timeframe used to compare scheduled hours to actual work hours to validate the employee has sufficient time reported.
  - Exempt employees’ measurement period is the timesheet period (ex. 1st – 15th/16th – end of the month)
  - Non-Exempt employees’ measurement period is the payroll week (Monday through Sunday)
- Exempt Employee: Position that is excluded from overtime regulations. Employers must pay a salary rather than an hourly wage for a position for it to be exempt.
- Non-Exempt Employee: An employee in a position that is entitled to overtime pay through the Fair Labor Standards Act. Employers are required to pay time and a half of the employee's regular rate of pay when they work more than 40 hours in a given pay week.
- Total Time Reporting – Reporting all actual work-hours on a timesheet against actual charge codes.
- Work Hour – A full hour (or fractions thereof when less than an hour) performing work within the scope of the contract at an approved work location.
- Core Hours – The Lab’s core hours are 10 a.m. to 3 p.m. each week day and are the minimum hours each employee schedule must include. In other words, for those days an employee is scheduled to work, the hours may not start after 10 a.m. or end before 3 p.m. unless operational needs require scheduling adjustments.

## General Information FAQs

### Q: What are the Fundamentals of Alternate Work Schedules/Total Time Reporting?

A: The fundamental principles are as follows:

- Employees may request an Alternate Work Schedule that provides for a recurring, static schedule.
- Employees shall record actual hours worked on their time sheet.
- Employees may flex their time (with supervisor approval) within the measurement period, allowing for a balance of work/life events.
- The employee's work schedule will determine the number of hours in each measurement period.
- Employees are expected to work the scheduled number of hours within their measurement period or take leave.

### Q: If I'm not interested in changing my work schedule, does the Alternate Work Schedule/Total Time Reporting changes impact me?

A: Yes. All employees will be impacted in some way by the changes. While some employees may request an Alternate Work Schedule, others may opt for a Flex Schedule, take advantage of Flex Time, or use a combination of all with management approval. Regardless of the use of these programs, all employees will be required to implement Total Time Reporting by recording the actual hours worked each day on their timesheets.

Eligibility & Impact Summary					
	Exempt	Non-Exempt	Part-Time	Students	Casuals
Alternate Work Schedule	✓	✓			
Flex Schedule	✓	✓	✓	✓	✓
Flex Time	✓	✓	✓	✓	✓
Total Time Reporting	✓	✓	✓	✓	✓
Lunch Break (Required if working 8 hours or more a day)	✓	✓	✓	✓	✓
Core Hours 10 am – 3 pm	✓	✓	✓	✓	✓
Credit Time	✓				

### Q: What if I don't want to change my schedule, can I keep it as it is?

A: Yes. All employees will default to a standard 8 hour work day, Monday through Friday schedule unless otherwise requested and approved.

**Q: If I change my schedule will it change the number of hours I'm scheduled to work?**

**A:** The schedule you select and are approved for will determine the number of hours you will be required to work in each measurement period. These hours can fluctuate as they do now since we are still on a semi-monthly pay cycle.

**Q: Will the changes impact how often or how much I'm paid?**

**A:** No. The pay cycles will remain the same for all employees, regardless of work schedules (Alternate Work Schedule or Standard). Total Time Reporting does not change how much exempt employees are paid. Non-exempt employees will continue to be paid as they are today with payment rendered for actual hours worked (regular plus any overtime worked in excess of 40 hours in a work week).

**Q: Do Alternate Work Schedules/Total Time Reporting affect my vacation and sick leave accrual?**

**A:** No. Neither Alternate Work Schedules nor Total Time Reporting change your vacation or sick leave accrual schedules or amounts.

**Q: I'm a supervisor, how will the AWS and TTR changes affect my roles/responsibilities?**

**A:** As a supervisor, you play a key role in the successful implementation of both Alternate Work Schedules and Total Time Reporting. Increased communication, coordination and engagement with staff will be necessary to ensure proper management of activities. Specifically, you will need to:

- Approve/Deny requests for Alternate Work Schedules, Flex Schedules and/or Flex Time. Note: Alternate Work Schedule requests also require Division Head/Associate Director approval.
- Certify that time sheets are accurate and reflect the actual hours worked within the employee's measurement period.
- Be familiar with and support policies for Total Time Reporting as well as Alternate Work Schedules, Flex Schedules, and Flex Time.
- Post all approved Alternate Work Schedules in a conspicuous work location.

## Alternate Work Schedule FAQs

### Q: What is an Alternate Work Schedule?

**A:** Alternate Work Schedule, or AWS, is a new feature of the Jefferson Lab workplace available to JSA employees beginning on April 1, 2019. An AWS is an approved, recurring, static work schedule other than the standard eight-hours/day, five-days/week. AWS requests require Division Head/Associate Director-level approval.

Under an AWS, employees may request, and under certain conditions management will approve, a work schedule other than the fixed eight-hour, five-days per week.

Work Schedules available to JSA employees are listed below:

Available Schedules		Scheduled Work Hours	Scheduled Time Off	Eligibility
Standard Schedule	8X5	Five, eight-work-hour days each week	None	Exempts & Non Exempts
AWS Option 1	4X9 + 4	Four, nine-work-hour days plus one, four-work-hour day per week	One half-day each week	Exempts & Non Exempts
AWS Option 2	8X9 + 8	Eight, nine-work-hour days plus one, eight-work-hour day every two weeks	One full day every other week	Exempts Only
AWS Option 3	4X10	Four, 10-work-hour days per week	One full day each week	Exempts & Non Exempts

Some examples of specific AWS schedules are listed below:

- **4x9 + 4 AWS:** Four 9 hour work days and one 4 hour day within each work week. Provides one scheduled half day off each work week. Employees on an approved AWS with a four-hour work day must ensure at least two of their work hours overlap with the core hours. Available to Exempt and Non-Exempt employees.

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	9	9	9	9	4
<b>Week 1</b>	8 a.m.-5:30 p.m. (30 min lunch)	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. - noon
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	9	9	9	9	4
<b>Week 2</b>	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. - noon

- **8x9 + 8 AWS:** Eight 9 hour work days and one 8 hour day every two weeks. Provides one scheduled day off every two weeks. \*Available to Exempt employees only.\*

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	9	9	9	9	9
<b>Week 1</b>	8 a.m. -5:30 p.m. (30 min lunch)	8 a.m. -5:30 p.m.			
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	9	9	9	8	0
<b>Week 2</b>	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. -5:30 p.m.	8 a.m. -4:30 p.m.	OFF

- **4x10 AWS:** Four 10 hour work days within each work week. Provides one scheduled day off each work week. Available to Exempt and Non-Exempt employees.

<b>EXAMPLE 1</b>					
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	0	10	10	10	10
<b>Week 1</b>	OFF	8 a.m. -6:30 p.m. (30 min lunch)	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	0	10	10	10	10
<b>Week 2</b>	OFF	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.

<b>EXAMPLE 2</b>					
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	10	10	10	10	0
<b>Week 1</b>	8 a.m. -6:30 p.m. (30 min lunch)	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	OFF
	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Scheduled Hours/day</b>	10	10	10	10	0
<b>Week 2</b>	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	8 a.m. -6:30 p.m.	OFF

Under any approved schedule (AWS or Standard), the employee’s work days, work hours, and full or half day off (if on AWS) are static although subject to occasional flexing of time with supervisor approval.

Once approved, the AWS schedule will continue indefinitely until withdrawn or changed by the employee or cancelled by the supervisor. Supervisors may cancel or change an AWS when in the best interest of the organization or when an employee abuses the privilege of working an AWS.

Flex Schedules and Flex Time are major features of an AWS program. Flex Schedules and Flex Time are available to all employees on any schedule (AWS or Standard) with supervisor approval. Supervisor approval is based on the ability to perform services needed to operate the lab. More information about Flex

Schedules and Flex Time is available in the Flex Options section of this FAQ, pg. 11.

AWS/Flex Schedules must include the Lab's Core Hours of 10 a.m. – 3 p.m. As a matter of policy, JSA does not permit employees to start their regularly scheduled work day before 6 a.m. or end their scheduled work day after 7 p.m. Some work groups will deviate from the core hours when operationally prudent. In such cases, coordination of schedules should occur with line management.

Examples of acceptable Flex schedules for employees taking a one-hour lunch break are:

Schedule	Flex Schedule - Earliest	Flex Schedule -Latest
eight-work-hour day	Begin 6 a.m. – End 3 p.m.	Begin 10 a.m. – End 7 p.m.
nine-work-hour day (AWS)	Begin 6 a.m. – End 4 p.m.	Begin 9 a.m. – End 7 p.m.
10-work-hour day (AWS)	Begin 6 a.m. – End 5 p.m.	Begin 8 a.m. – End 7 p.m.

Other combinations of scheduled flex start and end times are acceptable as long as they include the core hours of 10 a.m. – 3 p.m. Employees on an approved AWS with a four-hour work day must ensure at least two of their work hours overlap with the core hours.

**Q: Why offer Alternate Work Schedule?**

**A:** Market research reveals that employees are gravitating toward workplaces that recognize the need for work/life balance. Employees tend to be more productive and engaged when given the flexibility to customize their work schedule. Without AWS, it will be increasingly difficult for JSA to attract and retain the top talent needed to achieve our full potential as a leading international nuclear physics research and development center.

**Q: Will having employees working different schedules create confusion and hurt productivity?**

**A:** Having a formal AWS policy will improve productivity and minimize confusion by eliminating the informal alternate work scheduling practices we have today.

JSA's implementation of AWS follows a model proven effective in similar environments and is aligned with new administrative manual policies summarized in this guide. To be successful, supervisors and employees must communicate effectively, work together and evolve our leadership and work styles.

**Q: Can all JSA employees work an AWS?**

**A:** Only full-time employees with a satisfactory performance rating of 'Achieved Expectations' or higher and at least six months of service at Jefferson Lab may request an AWS option. New employees with less than six months service, and any employee on a Performance Improvement Plan or Corrective Action, will be precluded from participating in an AWS.

AWS may not be available for employees in certain jobs if adequate depth is not available to maintain required service levels. Employees and supervisors may have to work together to negotiate operationally acceptable work schedules. For example, if there are only two employees qualified to provide a certain service function, and they request conflicting AWS options, the supervisor will work with the employees to

resolve their requested days or times off. Management must consider and mitigate schedule risk prior to approving AWS schedules to ensure appropriate levels of performance.

When requesting an AWS, the employee must agree in advance that their scheduled day off is conditional and may occasionally be preempted by laboratory needs as defined by their supervisor. Efforts will be made to minimize disruption on scheduled days off as much as possible. However, the potential for occasional unscheduled workload demands is not sufficient justification to deny an AWS request because the scheduled day off is conditional.

**Q: How does the introduction of an AWS impact part-time employees?**

**A:** Part-time employees are already working non-standard schedules. Part-time employees are required to document their weekly schedule within the AWS system and work the number of hours in their measurement period. Part-time employees will continue to work their existing schedule that has been approved by their supervisor and no further action is required unless a schedule change is requested.

**Q: Who approves the AWS request?**

**A:** The supervisor and Division Head/Associate Director approval are required for all AWS requests. Line management, up to and including Division Heads/Associate Directors will approve AWS requests when the employee's proposed work schedule does not adversely impact the overall performance of the Jefferson Lab mission. Once approved, the AWS remains in place as the employee's static work schedule unless the employee requests a change or the supervisor requires a change due to operational or performance driven needs. Under most circumstances, advanced notice of scheduling changes is provided.

Working an AWS is a privilege and not a right. Any approved AWS may be revoked if abused or if employee performance suffers. For example, an employee that chronically deviates from their approved work schedule without supervisor approval or fails to report for an operationally important need when requested in advance and without a good explanation will lose their AWS privilege and be returned to the standard work schedule.

**Q: How do I request an AWS?**

**A:** Employees that want to request an AWS must complete the online Alternate Work Schedule Request and obtain management approval.

In February 2019, the Human Resources Department will distribute an all-staff email that will provide the AWS Request link and instructions to complete/submit the form. Once approved, the earliest employees can begin their new work schedule is April 1, 2019.

**Q: What if my supervisor already allows me to work an AWS?**

**A:** Existing informal AWS agreements entered into before April 1, 2019, must be formally documented under the new AWS request and approval process described above. No informal AWS agreements are grandfathered into approval.

**Q: What criterion are being used as the basis for approving/denying AWS applications?**

**A:** Management will use the guidelines below in considering AWS requests:

- (1) The employee's current work performance must be 'Achieved expectations' or higher and the employee has been in the current position for at least six months unless otherwise approved by the Division Head/Associate Director.
- (2) The supervisor determines that meeting all job requirements, including work quantity and quality, under an AWS is realistic and achievable for the employee.
- (3) The requested schedule will not create a hardship for other employees or negatively impact JSA performance or responsiveness during the scheduled time off.
- (4) The employee and supervisor can maintain an effective relationship and communication without fully overlapping schedules.

In the event either the employee or JSA must modify or terminate the AWS arrangement, four weeks written notice is required by the party terminating the agreement. In the event of an unanticipated operational need or personnel action, the AWS arrangement may be revised or suspended immediately and indefinitely.

**Q: Can I request an AWS at a later date or is it only an annual option?**

**A:** The AWS application tool will remain open indefinitely and employees can submit an AWS request at any time. Keep in mind that supervisor and Division Head/Associate Director approval can take up to 30 calendar days and an AWS schedule may only begin after approval. In addition, employees are not permitted to change their AWS schedule without notification in writing four weeks in advance of the proposed schedule change and submitting a new AWS request.

**Q: How long does AWS approval take?**

**A:** Supervisors and Division Heads/Associate Directors are required to approve or disapprove each AWS request within a total of 30 calendar days of submission. Supervisors are required to discuss the rationale for disapproval with the employee.

**Q: Do I have any recourse if my AWS request is disapproved?**

**A:** Yes. Any employee that believes their AWS request was denied without due consideration or a satisfactory explanation may request a review by the Human Resources Department.

**Q: How will I know my coworker's availability or work schedule?**

**A:** In an AWS environment, it's important that AWS schedules be visible to all employees to make planning for meetings or other interactions more predictable and orderly. To this end, all employees are strongly encouraged to update their calendars to reflect availability.

Effective April 1, 2019 all supervisors are required to post the static work schedules (AWS, Flex, and

Standard) for all assigned employees in a conspicuous location in the work area.

**Q: Why post the work schedules of the team?**

**A:** The posted schedules not only serve to inform all work group members of their colleague's schedules, but also serve as documentation that work schedules were formally requested and approved. Posted schedules are not updated to reflect ad-hoc changes resulting from flexing time.

**Q: Are lunch breaks required with the new scheduling options?**

**A:** Yes. In the interest of a safe and productive work environment, JSA requires all non-shift working employees scheduled to work eight or more work-hours in a day include time for a lunch break in their work schedule. A one-hour lunch break is recommended, but the minimum scheduled lunch break is 30 minutes.

Employees may, with supervisor approval, occasionally skip or work through their lunch breaks. No supervisor is authorized to grant a static work schedule that does not include at least a 30 minute lunch period for employees.

## AWS Feature: Flex Options FAQs

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### Q: What is a Flex Schedule?

**A:** A Flex Schedule is a feature of AWS which allows employees the flexibility to request and supervisors to approve a recurring, static schedule which deviates from the Lab's standard work hours of 8 a.m.-5 p.m. *Under a Flex Schedule arrangement, the employee is still required to work their scheduled hours per day (8, 9 or 10 hours) and within the lab's core hours.* Flex Schedules are available to all exempt and non-exempt employees with supervisor approval if there is no adverse mission impact to the proposed Flex Schedule.

- Flex Schedule eight-work-hour day examples:
  - Monday – Friday 6 a.m. – 3 p.m. (one hour lunch)
  - Monday – Friday 9 a.m. – 6 p.m. (one hour lunch)
  - Monday – Friday 8 a.m. – 4:30 p.m. (30 minute lunch)
  - Monday – Friday 7 a.m. – 3:30 p.m. (30 minute lunch)

### Q: How do I request a Flex Schedule?

**A:** Flex Schedules will be requested and documented via a Flex Schedule form that outlines the proposed static schedule, responsibilities and expectations between the employee and supervisor. If approved, the employee is expected to consistently work the Flex Schedule. Documentation must be maintained by the employee and supervisor.

In February 2019, the Human Resources Department will distribute an all-staff email that will provide the *Flex Schedule Request form* along with instructions to complete/submit. Once approved, the earliest employees can begin their new work schedule is April 1, 2019.

### Q: What is Flex Time?

**A:** Flex time is the practice of supervisors allowing occasional changes to an employee's work schedule within the measurement period. Flex time enables employees to minimize the use of vacation/sick leave. For example, if an employee needs to take off two hours for personal business, the supervisor may authorize the employee to work additional hours before or after that day within the measurement period; thereby, allowing the employee to work the full scheduled hours within the measurement period.

### Q: How do I request Flex Time?

**A:** JSA empowers its supervisors to establish a Flex Time request and approval process best suited to each work group. In most cases, a simple e-mail message in advance from the employee to the supervisor requesting Flex Time is sufficient. Employees should also confirm there is no mission impact created by the absence.  
*Note: The request to flex time must be made in advance.*

### Q: Are there any requirements that have to be met to be approved for a Flex Schedule or Flex Time?

**A:** Yes, see below:

- The employee must still be able to work the required number of scheduled hours in the measurement period; otherwise, they must charge leave accordingly.
- There is no adverse mission impact created by the requested absence (such as missing a critical meeting or delaying a previously scheduled milestone delivery).

An example of Flex Time is asking your supervisor in advance for permission to arrive a few hours late or leave a few hours early for personal business. The supervisor may grant the request assuming the employee can adjust their work time to meet the minimum scheduled hours in the measurement period (explained under Total Time Reporting) and there is no impact to the Lab's mission.

# Total Time Reporting FAQs

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Total Time Reporting (TTR) is the process of recording all actual work-hours on your time sheet against the appropriate charge code(s). Today, only non-exempt JSA employees report all hours worked; exempt employees report a maximum of eight hours each work day or 100% time irrespective of how many hours they actually work.

As an employee the two most important principles of TTR are:

- You always accurately report all actual hours worked against the proper charge code(s).
- At the end of a measurement period, the total reported hours may not be less than the hours required based on the employee's schedule (Alternate Work Schedule or Standard).

Effective April 1, 2019, all JSA employees, regardless of work schedule, will begin reporting all actual hours worked.

## **Q: Why are we implementing Total Time Reporting?**

**A:** JSA's current time keeping policy and system does not accommodate an Alternate Work Schedule program, so its implementation requires a change for all employees to Total Time Reporting.

TTR also provides management a more accurate picture of employee work patterns and actual level of effort required which helps identify potentially unsafe workloads or inequitable workload assignments not otherwise visible today.

## **Q: What is a work-hour?**

**A:** A work-hour continues to be a full hour (or fraction thereof) performing work within the scope of the lab's Department of Energy (DOE) contract at an approved work location. A fraction of a work hour is recorded in tenths (6 minutes).

Supervisors are responsible for assigning and monitoring work that is within the scope of the lab's DOE contract. In general, this is reflected in each employee's job description.

## **Q: What types of activities are not considered allowable work and not within the scope of the DOE contract?**

**A:** Examples of activity not within the scope of the lab's DOE contract are conducting personal business, conducting research and development outside the scope of Jefferson Lab's mission, caring for family members, or any form of recreation.

In addition to Jefferson Lab itself, approved work locations include:

- A user facility or institution related to the lab's mission
- Another federal facility, laboratory, institution or business location while on approved travel
- Business meeting location

- Home, if telework is authorized

**Q: Is breakfast, lunch or dinner considered work-hours?**

**A:** Breakfast, lunch or dinner are not work-hours unless official business is being conducted during the meal period. For business meals, employees will be told by the meeting organizer, typically the senior JSA manager, when a breakfast, lunch or dinner is an approved business meal and may be treated as work-hours.

**Q: How will the introduction of AWS/Flex Schedule and TTR impact the Exempt four-hour rule?**

**A:** The current four-hour rule is inconsistent with the principles of TTR and will be discontinued effective April 1, 2019. With TTR all employees will be required to accurately report all work-hours for each day against the specific charge codes they support. When absent, employees may request to flex their time to adjust for time away or use vacation or sick time.

**Q: What if I currently use percentage time reporting for recording my time on my timesheets?**

**A:** Percentage time reporting is incompatible with the principles of TTR and will be discontinued effective April 1, 2019. Going forward, you will need to record your actual hours worked each day.

**Q: Will there be a special code I have to use on my timesheet when working an AWS?**

**A:** No. Employees working an approved AWS will enter their actual hours worked in their timesheet against the proper charge code(s).

**Q: Is business travel considered work-hours?**

**A:** Yes. With TTR, business travel is treated as work-hours (except a travel day of rest, if authorized). Employees should report the actual departure to actual arrival time as work-hours under the same charge code used for the Travel Authorization (TA). When travelling across time zones, employees should track and record actual hours traveled in Eastern Standard Time.

**Q: Are lab-wide social events work-hours?**

**A:** Yes. Under Federal Acquisition Regulations, lab-wide social events such as the Spring Run Around, Fall Festival or Service Award ceremonies are work-hours for those that participate in these events. Employees will be communicated to in advance which charge code to use for these events when the event is considered allowable work time within the scope of our contract.

**Q: Are division, department or group specific social events considered work-hours?**

**A:** No. Only lab-wide events where management has announced that the event is a work-hour event may be charged to a corresponding charge code. Hours spent during the work day on social events are not allowable under our DOE contract and shall not be charged to the government. Employees may flex their time

elsewhere in the measurement period or take leave to attend these events.

**Q: If I reach my scheduled hours early in the measurement period can I take off?**

**A:** Flex Time is an available option, but must be coordinated *and approved* in advance with your supervisor. For example, with advanced approval, an employee may either leave early or arrive later in the day following a business trip where they worked more than the scheduled hours. If the supervisor has not approved an employee to flex their time, then the employee must work their normal schedule.

**Q: Is advanced approval required to work overtime?**

**A:** As is the case now, Exempt employees may work more hours than scheduled to get the job done. It is not necessary to get advance approval to work more hours than you are scheduled. However, if you intend to Flex Time within the measurement period, advanced coordination with your supervisor is needed.

As is the case today, Non-Exempt employees must receive advanced approval from their supervisor to work overtime.

**Q: What if I get to the end of the measurement period and I can't reach my total scheduled hours for the period?**

**A:** If on the last day of the measurement period you still haven't worked your total scheduled hours, you are required to enter leave for the prior partial day absences so that your total reported hours on the timesheet equals your scheduled hours for the measurement period. As an example, if you are a non-exempt employee and worked partial days on Monday and Tuesday with approved Flex Time, but were not able to adjust the hours on that Wednesday and Thursday, you will need to use leave to account for the difference.

**Q. I'm an Exempt employee and have periods where I work well over my scheduled hours. What happens if I have excess hours and I'm unable to Flex them during the measurement period because I'm so busy working? Do I lose that time?**

**A:** In addition to Flex Schedules and Flex Time, exempt employees will now be eligible to accrue and utilize Credit Time. Please refer to the Credit Time section of this document for criteria and eligibility (page 16) for more information.

## TTR Feature: Credit Time FAQs

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**Q: What is Credit Time?**

**A:** Credit Time is time off credit, in the form of hours, that a full-time Exempt employee earns by working additional time in excess of their standard work schedule to meet an operational or mission need.

**Q: Who can earn Credit Time?**

**A:** Credit Time can only be earned by full-time Exempt employees. Non-Exempt employees are paid overtime for hours worked in excess of their measurement period (payroll week).

**Q: When does the year start for Credit Time purposes?**

**A:** Credit time will be administered on an annual basis from July 1 – June 30.

**Q: How do I earn Credit Time?**

**A:** Credit Time is earned at the rate of one hour for every two-hours worked in excess of 112.5% of your scheduled work hours for the measurement period. The chart below provides examples of the minimum number of hours required before an employee can earn Credit Time is calculated:

Scheduled number of hours in the measurement period	Multiplier	Minimum number of hours worked before Credit Time can be earned	Formula
72	1.125	81	$72 * 1.125 = 81$
80	1.125	90	$80 * 1.125 = 90$
88	1.125	99	$88 * 1.125 = 99$
96	1.125	108	$96 * 1.125 = 108$

When earned, Credit Time will be accrued on a pay period basis, like other benefits. An employee cannot earn more than 40 hours of Credit Time per annual usage period.

**Q: How do I know what my Credit Time balance is?**

**A:** Credit Time balances will be displayed in the same locations as all other leave balances.

**Q: I am an Exempt employee. Do I need supervisor approval to work more than my scheduled hours and earn credit time?**

**A:** No. Credit Time will be automatically calculated by the time keeping system each pay period based on the number of hours recorded. When supervisors sign time sheets they will be attesting to the accuracy of the time recorded, including Credit Time earned.

**Q: Is leave included in the calculation of my Credit Time earned?**

A: No. Credit Time is based on actual work hours.

**Q: How do I use Credit Time?**

A: An employee may use Credit Time hours as they would vacation time during a subsequent pay period, with supervisory approval. Credit Time may not be used before it is accrued.

**Q. Does unused credit time expire or is it carried over?**

A. No, Credit Time cannot be carried over into the next year. Unused Credit Time expires on June 30<sup>th</sup> each year.

**Q: If I have unused Credit Time when I leave the lab do I get it paid out?**

A: No. Upon separation of JSA employment, employees may not receive payment for unused Credit Time balances.

**Q. Why can't I receive an hour of credit time for every hour I work over my schedule?**

A. How credit time is earned is governed by our DOE contract terms. So, Exempt employees are encouraged to utilize Flex Time within the measurement period before earning Credit Time. While Credit Time is not a '1 to 1' credit, this benefit is being implemented to give those exempt employees who work extra hours in a measurement period and are not able to use Flex Time within that same period an additional level of flexibility.

**Q: How is Credit Time different from Flex Time?**

A: Flex Time is ad-hoc schedule adjustments within the same measurement period and Credit Time is a time off credit that is earned for use in a future measurement period. Therefore, Exempt employees and supervisors are encouraged to work together to utilize Flex Time within the measurement period whenever possible. If operational needs prevent this, then employees can earn Credit Time for use at a later time in the year.

## **ADDITIONAL INFORMATION – Benefits**

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**Q: What is the Alternate Work Schedule and Total Time Reporting implementation timeline?**

**A:** The implementation date for all programs is April 1, 2019.

**Q: How is Weather/Public Emergency (WPE) leave affected by AWS &/or TTR?**

**A:** To be eligible for WPE, employees must be scheduled to work during the emergency and not be on travel away from the lab, nor be on scheduled leave. Employees must remain at work until the closure, to be eligible for WPE. For a late opening, employees are required to report at the delayed opening time to work to be eligible for WPE. Employees will be eligible for WPE Leave in the amount that corresponds with their individual schedules. So, if an AWS employee is scheduled to work four-hours on a WPE closure date, they will get four-hours of WPE Leave. Conversely, if they are scheduled to work 10 hours, they will receive 10-hours of WPE Leave. For a late opening or early closing, WPE Leave would also align relative to their AWS or Flex Schedule hours.

Further instructions will be provided when WPE leave is authorized, as is the practice today.

**Q: How is Jury Duty affected by AWS &/or TTR?**

**A:** Employees will receive up to their scheduled hours (by day) for Jury Duty pay not to exceed eight-hours for Jury Duty Service and associated travel time. Employees who are not scheduled to work on their Jury Duty service day are not eligible for Jury Duty Pay for that day.

Employees whose schedule exceeds eight-hours on a Jury Duty service day may work with their supervisor to use Flex Time to account for any missing hours at the end of the measurement period or take vacation leave to make up the difference.

**Q: How is the Day of Service/Civic Leave affected by AWS &/or TTR?**

**A:** Employees will receive up to eight-hours of Civic Leave for actual volunteer hours regardless of the employee's scheduled hours.

Employees whose schedule exceeds eight-hours on the day of service may work with their supervisor to use Flex Time to account for any missing hours at the end of the measurement period or take leave.

**Q: If I am on an AWS what happens when a holiday falls on my scheduled day off?**

**A:** If you are on an AWS and an observed holiday falls on your scheduled day off, you are authorized to flex your day off on another day in that measurement period. The holiday hours will be recorded on the day the holiday occurs. You must coordinate the flexing of the AWS day off with your supervisor and select a day which minimizes impact to the lab's mission.

Keep in mind employees will only receive eight-hours (or part-time proration) of holiday pay per the JSA observed holiday. So, if an employee was scheduled to work 10-hours on the alternate day off (assuming the holiday falls on their scheduled day off), they are required to charge eight hours to holiday and then two hours to either vacation time or LWOP if vacation is exhausted. Alternately, the employee may, with supervisor permission, use Flex Time to work two additional hours within the measurement period to avoid taking accrued vacation leave.

**Q: If I am Non-Exempt and required to work during a holiday, how does AWS/TTR affect me?**

**A:** Non-Exempt employees shall be paid for the holiday as they are now; there is no change.

**Q: If I am Exempt and required to work during a holiday, how does AWS/TTR affect me?**

**A:** Exempt employees may float their eight hours of holiday pay for use in the future IF they work a full eight hours on the holiday. Floating holidays may not be taken in advance of the actual holiday. The floating holiday must be taken by the end of the fiscal year in which the holiday occurred.

**Q: How does AWS/TTR affect the holiday if I am on leave without pay (LWOP)?**

**A:** An employee must be in a normal pay status the scheduled work day before and the day after a holiday to be eligible for holiday pay (e.g. not on LWOP). In other words, if you are on LWOP before or after a holiday, you will not receive holiday pay.

There is one exception to this rule, which is the holiday shutdown period. Employees may be in LWOP status during the shutdown AND still receive holiday pay for that period. However, employees must be in a normal pay status on their scheduled work day before and after the holiday shutdown period to be eligible for holiday pay.

**Q: If I am on an AWS what happens when I take a vacation or sick day?**

**A:** If you are on an AWS schedule and you request vacation or need to take sick leave, you continue to use the appropriate vacation or sick leave charge code for your scheduled work hours as you would today unless supervisor approval has been given to Flex your time.

**Q: Do I have to take vacation or sick leave for a partial day absence?**

**A:** You do not need to take vacation or sick leave for a partial day absence IF you request and your supervisor approves Flex Time and you can still meet your total scheduled hours for the measurement period. If a Flex arrangement is not feasible, then you will need to request and obtain supervisor approval to charge vacation or sick leave to account for the scheduled hours in the measurement period.

**Q: Who can I speak with if I have additional questions about AWS or TTR?**

**A:** For questions on AWS, contact the Human Resources Department. For questions on TTR, contact the CFO Department, accounting and finance.

<b>HUMAN RESOURCES CONTACTS</b>		
<b>Contact</b>	<b>Phone #</b>	<b>Email</b>
Rhonda Barbosa	269-5991	<a href="mailto:rbarbosa@jlab.org">rbarbosa@jlab.org</a>
Cassandra Andrews	269-7068	<a href="mailto:candrews@jlab.org">candrews@jlab.org</a>
Treva Ferguson	269-7291	<a href="mailto:treva@jlab.org">treva@jlab.org</a>
Ken McLean	269-7128	<a href="mailto:kmclean@jlab.org">kmclean@jlab.org</a>
<b>BUSINESS &amp; FINANCE CONTACTS</b>		
Jennifer Logan	269-7027	<a href="mailto:jlogan@jlab.org">jlogan@jlab.org</a>
Charlotte Cepello	269-7547	<a href="mailto:cepello@jlab.org">cepello@jlab.org</a>
Matt Krug	269-7120	<a href="mailto:mkrug@jlab.org">mkrug@jlab.org</a>
Janet Smith	269-7503	<a href="mailto:jpsmith@jlab.org">jpsmith@jlab.org</a>

## Examples

Please note, the following are illustrations of the concepts for each example. The actual time keeping system will look slightly different.

### Example 1

In this example, employee Newton is scheduled to work the standard schedule of eight-work-hours, five days per week with a one hour lunch period. On each day of this pay period he works his scheduled days and hours and takes the holidays on Nov. 22 and 23. His time sheet at the end of the pay period looks like this:

**Employee: Newton, Isaac**

**Class: Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	
Worked Hours	8			8	8	8					8	8	8	8	8	72
HOLIDAY							8	8								16
PERSONAL SICK																
VACATION																
WEATHER/PUBLIC																
Regular (incl Leave)	8			8	8	8	8	8			8	8	8	8	8	88
Overtime																
Total (Reg+OT)	8			8	8	8	8	8			8	8	8	8	8	88
<b>Scheduled Hours</b>	<b>8</b>			<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>			<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>88</b>

**Example 2**

In this example, employee Curie is a non-exempt employee scheduled to work an AWS schedule of four, nine-work-hours days with a one-hour lunch plus a four-work-hour day on Fridays each week. On each day of this pay period she works her scheduled days and hours and takes the holidays on Nov. 22 and 23. Because she was only scheduled to work four-hours on Nov. 23, she flexed her remaining four-hours of holiday leave on Nov. 21. Her time sheet at the end of the pay period looks like this:

**Employee: Curie, Marie**

**Class: NON-Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	
Worked Hours	4			9	9	5	0	0			9	9	9	9	4	67
HOLIDAY							8	8								16
PERSONAL SICK																
VACATION							1									1
WEATHER/PUBLIC																
Regular (incl Leave)	4			9	9	5	9	8			9	9	9	9	4	84
Overtime																
Total (Reg+OT)	4			9	9	5	9	8			9	9	9	9	4	84
<b>Scheduled Hours</b>	4			9	9	9	9	4			9	9	9	9	4	84

**Example 3**

In this example, employee Faraday is scheduled to work an AWS schedule of four, 10 work-hours days, Monday-Thursday with a 30-minute lunch and a full day off every Friday. On each day of this pay period he works his scheduled days and hours. Because his scheduled day off was Nov. 23, he recorded eight-hours of holiday leave on Nov. 23 and flexed his normal day off to Nov. 26. In addition, Faraday decided (with supervisor permission) to work four flex time hours in the measurement period to meet the minimum number of hours in the measurement period and avoid taking leave on Nov. 22 and Nov. 26. His time sheet at the end of the pay period looks like this:

**Employee: Faraday, Michael**

**Class: Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total		
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov			
Worked Hours	Day OFF			10	11	11	0	0			0	11	11	10	Day OFF	64		
HOLIDAY							8	8									16	
PERSONAL SICK																		
VACATION																		
WEATHER/PUBLIC																		
Regular (incl Leave)	0			10	11	11	8	8			0	11	11	10	0	80		
Overtime																0		
Total (Reg+OT)	0			10	11	11	8	8			0	11	11	10	0	80		
<b>Scheduled Hours</b>	<b>0</b>			<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>0</b>			<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>80</b>		

**Example 4**

In this example, employee Wu is scheduled to work the standard eight-work-hours, five day schedule per week with a one hour lunch. On Nov. 21 she requests permission to flex her work schedule and leave at noon and informs her supervisor she will make up the time the following week by working an extra hour each day to complete an important paper. The request is approved and she completes her schedule as requested. Her time sheet at the end of the pay period looks like this:

**Employee: Wu, Chien-Shiung**

**Class: Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	
Worked Hours	8			8	8	4					9	9	9	9	8	72
HOLIDAY							8	8								16
PERSONAL SICK																
VACATION																
WEATHER/PUBLIC																
Regular (incl Leave)	8			8	8	4	8	8			9	9	9	9	8	88
Overtime																0
Total (Reg+OT)	8			8	8	4	8	8			9	9	9	9	8	88
<b>Scheduled Hours</b>	8			8	8	8	8	8			8	8	8	8	8	88

**Example 5**

In this example, employee Feynman is scheduled to work the standard eight-work-hours, five days per week with a one hour lunch. On Nov. 21 he requests permission to flex his work schedule and leave at noon and informs his supervisor he will make up the time the following week by working an extra hour each day to complete an important paper. The request is approved, but Feynman is unable to work the additional hours and ends up four-hours short of his scheduled work-hours on Nov. 30. Because he was unable to meet the total measurement period hours, he must enter four hours of vacation on Nov. 21. His time sheet at the end of the pay period looks like this:

**Employee: Feynman, Richard**

**Class: Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	
Worked Hours	8			8	8	4					8	8	8	8	8	68
HOLIDAY							8	8								16
PERSONAL SICK																
VACATION						4										4
WEATHER/PUBLIC																
Regular (incl leave)	8			8	8	8	8	8			8	8	8	8	8	88
Overtime																0
Total (Reg+OT)	8			8	8	8	8	8			8	8	8	8	8	88
<b>Scheduled Hours</b>	8			8	8	8	8	8			8	8	8	8	8	88

**Example 6**

In this example, employee Meitner is scheduled to work the standard eight-work-hours, five days per week with a one hour lunch. On Nov. 25 she departs for business travel to a meeting at SLAC, leaving her home at noon EST and arriving at SLAC at 6 p.m. PST (10 p.m. EST), a 10-hour travel day. She works three hours in the morning on Nov. 26 and 27 before the eight hours of meetings. She returns on Nov. 28, leaving SLAC at 7 a.m. PST (10 a.m. EST) and returns to her home by 8 p.m. EST, a 10-hour travel day. On Nov. 28 she requests and receives approval to flex her start time on Nov. 29 and take Nov. 30 off because she will have more than the minimum number of work-hours for the measurement period and there are no important meetings or deadlines on Nov. 30. Her time sheet at the end of the pay period looks like this:

**Employee: Meitner, Lise**  
**Class: Exempt**

Project	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total
	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	
Worked Hours	8			8	8	8				10	11	11	10	10	0	84
HOLIDAY							8	8								16
PERSONAL SICK																0
VACATION																
WEATHER/PUBLIC																0
Regular (incl Leave)	8			8	8	8	8	8		10	11	11	10	10	0	100
Overtime																0
Total (Reg+OT)	8			8	8	8	8	8		10	11	11	10	10	0	100
<b>Scheduled Hours</b>	8			8	8	8	8	8			8	8	8	8	8	88