

Remote Work at Jefferson Lab - Frequently Asked Questions

Introduction

✓ Why introduce Remote work?

The COVID-19 emergency demonstrated the lab can function with many of us working remotely. Like many organizations, we realize this level of flexibility comes with new ways of working and collaboration with colleagues that are evolving real-time and will be part of our culture going forward. We also recognize that not everyone can work remotely and in-person interaction among and between staff and between staff and our Users is essential to the scientific discovery process that is fundamental to our mission. Additionally, assimilating new employees or overseeing subcontractors requires regular on-site presence by many of us.

Our solution is a remote work policy that gives each division and department the latitude to implement solutions best tailored to their work but with enough structure so supervisors can effectively manage without the complications that arise from an unlimited (or undefined) set of personal variations.

✓ What's the business case?

People: To recruit and retain talent, it is important to remain a relevant and competitive employer. Formally adopting a Remote Work Policy supports this goal and aligns the lab with other local, regional and national employers.

Facilities: As our workforce grows, it makes sense to leverage remote work to reduce costs related to maintaining dedicated workspace for all employees.

Performance & Productivity: Allowing people to establish schedules and work conditions that align with both the lab operations and preference has a positive impact on both overall performance and productivity.



Definitions

Commuting Distance: Employee's home location is close enough to Jefferson Lab to report for work on-site as scheduled or when required by the supervisor. Employees may temporarily reside beyond commuting distance with advance approval from their supervisor.

Dedicated On-Site: A Work Location Type for positions where all of the duties require on-site presence.

Flexible On-Site: A Work Location Type for positions where most of the duties require on-site presence but some duties can be performed remotely. The Remote Work Schedule must be on-site at least 60% of the time.

Primary Worksite: The Jefferson Lab worksite to which the employee is assigned in Newport News, VA.

Remote: A Work Location Type for positions where most of the duties can be performed remotely and on-site presence is required occasionally. Employees are on-site less than 60% of the time.

Remote Work Agreement – A written agreement between employee and supervisor describing when the employee will work on and off-site and employee acceptance of the responsibilities that come with working off-site.

Remote Work Schedule – A written understanding between employee and supervisor, captured in the Remote Work Agreement, describing when the employee will work on-site and when they will work remote. Remote Work Schedules may be defined by a schedule, by events, or combinations of the two.

Virtual – A Work Location Type for positions where all of the duties can be performed remote, does not require direct supervision of others, and on-site presence is required infrequently.

Work Location Type - Every full or part-time position is assigned a Work Location Type to reflect the potential amount of time an employee in that position can work remotely. Work Location Type is based on the duties and responsibilities of the position and not the preference of the employee occupying the position.



FAQs - General Information

Q: When does this Remote Workplace policy take effect? What is the timeline for approvals?

A: To allow sufficient time for planning and coordination of schedules and workspace, we will adhere to the following timeline, presuming there are no changes to MEDCON status:

- April 20- Policy & Guidance will be issued, supervisors will start the process of assigning all positions to a Work Location Type (Dedicate On-site, Flexible On-Site, Remote or Virtual) and communicate these assignments to staff over the remaining month.
- May 2 – Remote Work Agreements forms are submitted by employees if they would like to work at a location other than on-site 5 days/week.
- June 1 - Employees must have an approved remote schedule in place or resume working full time on-site.

Q: What is the process for requesting a remote schedule?

A: Supervisors are responsible for notifying employees of their Work Location Type (On-Site, Flexible On-Site, Remote or Virtual) arrangement. If your position is eligible for Flexible On-Site, Remote or Virtual, you will complete the Remote Work Agreement form unless you choose a Dedicated On-Site Work Location. [Click here to access the form.](#) Once completed, the form will be routed to your supervisor for review and disposition. Line management is expected to review, evaluate and communicate a decision on approval or denial of the request to the employee within 15 calendar days of receipt. Forms are tracked and stored online as part of our employee HR records.

Q: How will my supervisor be notified that I submitted a request?

A: Once you submit the Agreement for approval, your supervisor will receive an email with the title "JLAB MIS Automated Form".

Q: What are the eligibility requirements for remote work?

A: In addition to having your role be identified as a remote role eligible, employees must:

- Be able perform their duties equally well at the remote location without compromising Jefferson Lab's ability to meet Jefferson Lab schedules, mission objectives, and contract requirements.
- Agree that mission needs may arise that require their presence on-site even on days when they are scheduled to work remotely.



- Meet the minimum standards for remote workspace outlined in the Remote Work policy [\(link\)](#).
 - Meet employee and performance management expectations outlined in the Remote Work policy [\(link\)](#).
 - Observe principles that govern remote work by JSA employees:
- (a) JSA employees are subject to the same management direction, JSA's Code of Ethics and Standards of Conduct, and all administrative policies while working remotely as when working on-site.
- (b) Remote work does not change salary, benefits, compensation, vacation or other terms of JSA employment.
- (c) With the exception of employees categorized as Virtual staff, all JSA employees must live within commuting distance of Jefferson Lab and agree to work on-site when required by their supervisor.
- (d) Non-Exempt JSA employees on a Remote Work Schedule must have written approval from their supervisor before working any overtime hours.
- (e) All JSA employees working remotely must be immediately available by phone, email, or MS Teams during their scheduled work hours.
- (f) JSA employees may not request, or continue, in a Remote Work Schedule if they have regular and recurring non-work responsibilities such as child or dependent care during their scheduled work hours.
- (g) JSA employees working remotely may not engage in any outside business activity during their scheduled work hours.

Reasons to deny or rescind eligibility may include, but are not limited to:

- Job position requires full-time physical presence on-campus
- Inadequate workspace or connectivity, resulting in inability to complete work.
- Collaboration with colleagues or customers is negatively impacted by remote work status

Q: Do I have to work remotely if I do not want to?

A: No, employees who wish to be fully on-site may do so and will have a designated workspace.

Q: Does the remote schedule need to be fixed or can it shift based on what projects or meetings an employee is involved in?

A: Remote Work Schedules may be defined by a schedule, by events, or combinations of the two. Communication and planning are paramount, so colleagues, customers, and others are aware of any changes and service levels are not impacted.



Q: How does a remote work arrangement impact an Alternate Work Schedule or Flex Time?

A: Alternate Work Schedules (AWS), Flexible Schedule and Flex Time options are not impacted by an employee's remote status. Employees may still request an AWS, Flex Schedule or Flex Time regardless of their remote status ([AWS & FLEX Information](#)).

Q: Are all employees eligible for a remote work arrangement?

A: It depends on the work location type set for the position. Dedicated On-Site staff may be authorized to work from home by their supervisor in limited situations to complete assigned training or development activities.

Q: I was hired during the pandemic and had to work remotely because of the DOE travel restrictions; do I have to relocate now?

A: This depends on the Work Location Type assigned by your supervisor for your position. If your Work Location Type is Flexible On-site, you must relocate to be within commuting distance before 30 September 2022. If your work Location Type is Remote, you may request Virtual work as described in this policy. If Virtual work is approved, you will not need to relocate as long as you live in one of the States listed in Attachment 1. If you do not live in an authorized State or your request for Virtual work is not approved, you will need to relocate to be within commuting distance before 30 September 2022.

Q: Will an employee who was able to meet all performance objectives and perform well during the last 2 years be required to return to full-time on-site?

A: The ability to meet all performance standards and criteria is a factor that line management should consider when evaluating an employee's request for remote work. However, this is balanced with the team or department's needs and the supervisor's determination of whether productivity was reduced over this time due to the work-from-home construct. Division Heads provide guidance to line management in deciding what type of remote work arrangement is deemed best for their staff based on division priorities.

Q: What is the frequency of on-site presence an employee is expected to have if approved for a remote work arrangement?

A: On-site presence is a local decision between the employee and supervisor and is predicated on the nature of work and any required customer/colleague and interdepartmental interactions. All remote workers will have campus access at any time. However, as the lab grows dedicated office space may be limited to those employees who work at least 60% or more of their time on-site. All remote employees will be expected to retain flexibility to meet business needs and be on-site when



requested. In such instances, employees will use shared office space or conference rooms to conduct work activities on-site.

Q: If I do not have an assigned workspace and need to come on-site, how will I know where to go to secure a workspace?

A: Your division is responsible for providing shared workspace when you need to work on-site.

Q: Can employees who are also supervisors be approved to work a remote work arrangement?

A: Yes; however, this is role specific, depending on the type of work being performed, safety considerations of staff and other operational needs. If the requesting employee is a supervisor, it is their responsibility to ensure adequate supervision is provided for employees working on-site while they are working remotely. This may include requesting another qualified person to oversee work of on-site employees, as appropriate.

Supervisors with employees in safety sensitive positions in operationally significant duties, or oversee subcontractors or construction contractors are expected to have a regular on-site presence. A remote schedule may be feasible with advanced planning, communication and coordination.

Supervisors are responsible for ensuring appropriate on-site management is provided. Supervisors must be available and able to respond during scheduled work hours, and if the situation arises, arrive on-site or designate a delegate who can respond in a timely manner.

Q: In contemplating a Remote Work Schedule, how will this decision impact my long-term career plans and options at the lab?

A: There are some career paths that require more on-site presence than others. Technical Subject Matter Experts whose colleagues depend on them for routine collaboration on-site may be limited in the amount of time they can spend working effectively remotely.

Employees who seek certain types of operationally focused careers or where there is increasing leadership scope need to consider that eventually a remote work arrangement may not be conducive to the level of training, engagement and on-site presence necessary to gain the requisite skills/knowledge to advance in a particular direction.

These are important conversations for supervisors and employees to have on a routine basis.



Q: What impact does an employee's work location status have during the appraisal or salary review process?

A: The physical location of work performed is not a factor in evaluating performance. Remote workers are not evaluated differently. The key to appraisals and merit increases is the individual's work performance and deliverables. However, the supervisor has the discretion to adjust or revoke a remote work agreement if job performance is hindered by remote work.

Q: How are the needs of colleagues, collaborators and other customers taken into consideration when requesting a remote work arrangements?

A: Input from immediate stakeholders must be considered by the employee and supervisor when selecting and approving a Remote Work Schedule. The information gathered needs to be job relevant, objectively driven, and not based on the person or individual preferences. The operational needs of the lab are the driver of the decision, and it is expected where feasible, line management will support the guidance set forth in the Remote Work Policy.

Q: How is the lab working to achieving inclusivity in the Remote Workplace design?

A: Due to the nature of work, not all positions are aligned for a remote work arrangement. However, a consideration for supervisors to achieve parity in a work group is to assess if employees have similar tasks that must be done in person, and consider if a rotation of employees can accomplish the mission need, thereby reducing the number of people who have to be on-site simultaneously. Alternately, for employees whose jobs are intricately linked to an on-site presence, establishing remote learning or professional development days may enable an employee to occasionally adopt a remote work day.

Q: Can I request a different on-site or remote schedule seasonally or if my situation changes?

A: If circumstances surrounding the initial Remote Work Schedule change, you should speak with your supervisor to assess feasibility of a new schedule. If a new schedule is approved, it is the employee's responsibility to update the Remote Work Agreement and update their schedule via MS Teams/Outlook calendar so others are aware of your availability.

Q: Can I work different hours?

A: Whether you are working on-site or a remote- arrangement, the existing flex time, flex schedule alternate work schedule, and core hour policies will continue. The expectation is that all employees will be readily available for meetings, group



discussions, or phone or Video calls during their scheduled work hours and always during our core hours of 10am – 3pm Eastern Standard Time.

Q: What is the dress code?

A: Per JSA Standards, employees are expected to report to work, on-time, and in appropriate clothing. If you are unsure what is considered appropriate clothing for your role, speak with your supervisor as some safety sensitive positions do have certain requirements.

Q: Are travel costs reimbursed if I am a Flexible On-Site, Remote or Virtual employee?

A: Travel expenses for remote or flexible on-site remote employees to travel from their home to the campus continue to be non-reimbursable.

Travel expenses for virtual employees, whose work location is more than 50 miles from TJNAF, will be reimbursed in accordance with JSA's Travel Policy and Manual for official business travel requirements.

If virtual employees must routinely and frequently travel to the campus, the supervisor may determine that a virtual work arrangement may not be conducive long-term.

Travel for JSA staff funded by non-lab sponsors continue to be subject to all JSA policies including the Travel Policy/Manual and the Remote Work Policy.

All official business travel must be predicated on a mission need, authorized in advance through the Travel Authorization (TA) system, and charged to the project directly benefitting from the travel.

Q: As a Flexible On-Site or Remote Worker Type, can I come into the office without warning/scheduling it?

A: Yes. There is the expectation that you may also be required to come on-site to support operational needs with minimal advanced notice.

Q: Can local (residing within commuting distance) workers request to be designated as a virtual worker?

A: No, Employees living within commuting distance are to be designated as Remote or On-Site. Remote and on-site employees will not be reimbursed for travel expenses to and from the lab.

Q: If there is a natural disaster in Newport News that closes the lab, do I have to work?

A: If your designated work location is not directly impacted by the natural disaster, you will be expected to work or use vacation time. JSA will continue to offer guidance with respect to work expectations in the event of a natural disaster.



Q: If there is a natural disaster where I live, do I have to work?

A: If your designated work location is not directly impacted by the natural disaster and you are able to work, you should plan to do so. If you are affected, then you must inform your management, HR and Payroll, then guidance will be provided.

Q: What if my power goes out?

A: If your power goes out and you are unable to work at home, contact your supervisor to discuss coming on-site until your power is restored. If your Work Location type is Virtual and cannot commute to the lab, it is recommended that you find an alternate temporary work location with power so you can work your scheduled hours. If that is not an option and you are unable to do any form of productive work, then you will need to discuss flexing time or charging vacation or credit time for scheduled hours.

Q: Can I serve as the primary caregiver for a child or dependent while working remotely?

A: No. Employees are required to be fully engaged in work during scheduled hours with limited distractions and make other arrangements for child or dependent care.

Remote Work Connectivity

Q: Do I need a specific internet speed?

A: You are responsible for ensuring you have internet connectivity that provides for working without interruption or delay. Employees without reliable home internet access may not request Remote or Virtual work.

Q: What if my internet is interrupted?

A: If your internet is interrupted and you're unable to work at home, contact your supervisor to discuss working on-site until your internet is restored. If your Work Location type is Virtual and you cannot commute to the lab, it is recommended that you find an alternate temporary work location with power so you can work your scheduled hours. If that is not an option and you are unable to do any form of productive work, then you will need to discuss flexing time or charging vacation or credit time for scheduled hours.

Q: Do I need to have a backup internet connection?

A: This is recommended, but not required. Employees are expected to perform work off-line or flex their schedule during the pay period to make up this time or charge vacation time if unable to work due to an internet access loss.



Q: Will I be reimbursed for internet?

A: No. Any employee requesting to work a remote arrangement is required to have or provide at their own expense, internet connectivity and an ergonomically safe workspace. This is no different than the implied requirement you have transportation to travel to/from work if designated an on-site worker.

Location

Q: What if I want to request approval to be a Virtual worker in a state where JSA is not a legal employer listed in Attachment 1?

A: JSA will not authorize a Remote Work Agreement in a State not listed in Attachment 1 nor does JSA plan to expand the list of States in Attachment 1. Persons living in these states will not be considered for employment as Virtual workers and existing employees will not be authorized to work permanently in a state not referenced in Attachment 1.

Q. Can I work from any city/county/state?

A. Employees may work in a JSA Authorized Work Location (AWL) which is an official location where employees may perform work for JSA. All on-site employees at JSA are assigned the Jefferson Lab Campus at 12000 Jefferson Ave, Newport News VA, 23606 as their default AWL.

Employees hired remotely outside the state of Virginia will have their AWL documented through the new-hire paperwork, so no form associated with this policy is required to be completed for these employees unless they need to subsequently change the AWL to another JSA authorized state.

Any current employee who expects to work outside of their AWL for more than 30 business days in a calendar year must follow the procedures outlined in [Admin Manual section 206.04, paragraph C](#).

Q: How often can I change my city/county/state?

A: Working in another state in excess of 30 days requires written approval from Division Management, the CFO & Business/Finance Director as well as the HR Director in accordance with Administrative Manual section 206.04, paragraph C. All employees are expected to work in their Authorized Work Location (AWL). Elective relocation to another AWL is both (1) approved at the discretion of management in accordance with Administrative Manual section 206.04, paragraph C. and (2) at the employee's sole expense.



Q: What “state” tax will I have withheld?

A: Taxes are paid in the state in where the employee physically works and as defined by the employee’s Authorized Work Location.

Q: Will I owe other “state” taxes?

A: Taxes are paid in the state in which the employee physically works. If an employee works in another state outside their AWL, they must coordinate with the payroll department to ensure the appropriate taxes are withheld.

Safety

Q: If I am injured in my home office, am I eligible for Worker’s Compensation?

A: If an injury occurs at home during working hours, the incident must be reported immediately to the supervisor and Occupational Medicine to allow for a timely and coordinated response.

The remote worker may be covered by JSA’s worker’s compensation insurance plan for job-related injuries that occur while working remotely. The standard procedures for reviewing claims will still be required to determine if the remote worker is eligible for worker’s compensation benefits. Refer to the Remote Work Policy for full details.

Office and Space Configuration

Line management will ultimately make the decision on staff requests for Flexible On-Site, Remote, or Virtual work location types. Decisions are guided by the nature of the work, mission need, group dynamics and input from line management. All staff have the option of an On-Site workspace. Based on your position work location type (Dedicated On-Site, Flexible On-Site, Remote or Virtual), office space will be assigned as either:

Dedicated: Physically at the lab for 60% or more of the time

Shared: Remote workers may not have a dedicated workspace depending on position and mission growth. They will be assigned shared space that is divided between 2 or more employees based on time you are expected to work on-site

Q: Will I keep my same office, or will I be moving?

A: While those working 60%+ on-site will have a dedicated office space, it is possible that office assignments and layouts will change. This is a dynamic time for the lab and leadership is working in concert with line managers to make sound decisions regarding space and office configuration and assignment. Specific desk-space arrangements will



be managed at the Division level within overall Space Allocation Plan managed by Facilities Management and Logistics Division (FML).

Training

JSA is taking a thoughtful and structured approach to remote work. Training is available to all staff who are approved for a Remote work arrangement. Training offerings will consist of eLearning and facilitator led sessions. Visit the LMS Site to review training offerings.

Meeting Etiquette

Q: Will meetings continue to be virtual or return to an in-person format?

A: Meeting dynamics will be determined by the meeting organizer at the divisional and group leadership level. If the meeting organizer requires on-site participation from Virtual or Remote employees, they must coordinate with the staff in advance (when feasible). Most teams will need to employ a hybrid meeting approach, with some team members on-site in a conference room or shared space and others participating virtually.

When participating in remote meetings keep the following in mind:

If on-site – consider your remote colleagues

- One person speaks at a time
- Turn on cameras/video
- Position cameras and video to provide as much interactivity as possible
- Discuss protocols to ensure all voices are heard (raising hand feature in MS Teams or Zoom)

If remote - consider your on-site colleagues

- Be fully present; avoid multi-tasking and focus on the meeting
- Be responsive and engaged
- Turn camera/video on
- Mute when not speaking to avoid noise back-feed

Shared Space Etiquette

When sharing a workspace with others:

- Leave shared space as you found it



- Limit meetings and phone calls at your desk (virtual or in person) – if you need to connect with a colleague, try to find a conference room or private workspace to meet
- Do not play videos/music without headphones
- Be kind and patient with each other as we learn to adapt to our ‘new normal’
- Offer and accept feedback respectfully, be a positive presence in the workspace

Remote Workplace Guidance for Line Management

Role based consideration

Q: Are newly hired employees allowed to start with a remote work arrangement?

A: The Work Location Type for new hires is determined by the Supervisor, consistent with divisional expectations. In many instances, having the employee begin employment on-site benefits both the new employee and department to quickly assimilate to lab processes, develop key working relationships and cultural immersion.

Q: I was hired during the pandemic and had to work remotely because of the DOE travel restrictions; do I have to relocate now?

A: This depends on the Work Location Type assigned by your supervisor for your position. If your Work Location Type is Flexible On-site, you must relocate to be within commuting distance before 30 September 2022. If your work Location Type is Remote, you may request Virtual work as described in this policy. If Virtual work is approved, you will not need to relocate as long as you live in one of the States listed in Attachment 1. If you do not live in an authorized State or your request for Virtual work is not approved, you will need to relocate to be within commuting distance before 30 September 2022.

Q: Which roles are eligible for remote work?

A: Setting Work Location Type is a supervisor decision based on these factors:

- 1) Mission requirements of Jefferson Lab and the TJNAF M&O Contract.
- 2) The nature of the job duties and an employee's ability to perform these duties at a remote location equal to working on-site.
- 3) Responsibilities to supervise, oversee, or interact directly with other employees, subcontractors, Users, visitors, and customers.

Factors supervisors must consider when determining Work Location Type include: the nature of the job, the need to routinely be on-site to safely and timely complete the scope of work required, other collaborating departments' needs and schedules, off-site work will not cause a disruption of performance or service and access to sensitive information.

Decision Points:

- Immediate Supervisor



- Division Head is automatically notified on workforce arrangements once supervisor signs the form
- Division Head serves as escalation point if situation arises to mediate differences

Q: Does HR Approve the request to work Remote?

A: No, HR does not approve Remote work requests. Forms are approved by each Division. The HR Director does receive electronic notification of all Remote Work Arrangement forms.



Attachment 1 – States Where JSA is Authorized to have employees as Virtual Workers.

Virginia
Alabama
Arizona
California
Washington DC
Florida
Illinois
Kentucky
Louisiana
Maryland
Massachusetts
Michigan
Mississippi
New Jersey
New Mexico
New York
North Carolina
Pennsylvania
Tennessee
Texas
Washington