

# **AWS POLICY APPENDICES**

## **APPENDIX A: Work from Home and Mobile Work Information and Guidelines**

### ***Work from Home***

Work from Home is an alternative workplace arrangement which provides employees the opportunity to work at a place other than the regular assigned office location such as their residence or an alternate location approved by the employee's supervisor/manager. Employees who utilize this AWS arrangement will be assigned their residence (or alternate approved location) as their official duty station for the days he or she works away from the office. The employee's official duty station will remain as designated by the agency, as employees may be required to report to this office location as requested by management for meetings.

### ***Mobile Work***

Mobile Work is an alternative workplace arrangement for employees who spend a significant amount of the workday "in the field" or away from the office, often traveling to and from various indefinite locations in order to best serve the needs of their customers.

The following guidelines are provided to facilitate the administration of Work from Home and Mobile Work alternative workplace arrangements.

### ***Work Schedules***

Work from Home schedules, and Mobile Work schedules, when appropriate for business needs, should specify the days and times an employee will work in his/her regularly assigned office location and also specify the days and times he/she will work in the remote or approved alternative work site away from the office. An employee's work schedule should be consistent with the core workday of the agency unless a variation is approved by the supervisor, which will be determined on a case-by-case basis. Work from Home employees should typically work from their primary residence or an approved alternate location pursuant to an agreed upon schedule between the supervisor and employee. Work from Home employees are permitted to provide dependent care while working from home; however, employees must ensure such care does not negatively impact performance. Additionally, Work from Home employees must notify their direct supervisor of such a situation at the earliest opportunity.

### ***Condensed Work Schedule***

Condensed work schedules may be utilized alongside other AWS options; however, it may also be utilized by those working exclusively in office or those utilizing a hybrid AWS/in-office schedule. Agencies must identify employees whose job description and performance are consistent with working a condensed work schedule. Agencies must ensure coverage is available during the State's regular office hours, which remain 8:00 a.m. to 4:30 p.m., Monday – Friday, with the exception of regular state holidays.<sup>1</sup>

Agencies are allowed and encouraged to alter the schedule as needed based on the agency's needs

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<sup>1</sup> See Tenn. Code Ann. § 4-4-105.

while ensuring employees meet their total scheduled hours (i.e., 37.5 or 40.0, etc.). Employees must enter time consistent with other AWS options (i.e., RGAWS) when utilizing this option. Like other AWS options, agencies may revoke an employee's participation in the condensed work schedule based on business needs or failure to meet expectations as laid out in their performance documents and elsewhere in this policy. Additionally, the employee must agree to the modified schedule, and should be offered the option of working a standard schedule, if preferred. Employees shall not be subject to any adverse employment action for participating/not participating in a condensed work schedule, in compliance with [DOHR Policy 12-008](#) pertaining to Workplace Discrimination and Harassment and [DOHR Policy 17-001](#) pertaining to Abusive Conduct in the Workplace.

For weeks containing an observed state holiday or on a day where offices are otherwise closed, employees utilizing a condensed work schedule shall revert to their originally scheduled hours to reach their total hours per week.<sup>2</sup> However, if the individual is working a condensed work schedule remotely and is still able to work, they shall not alter their schedule and continue to work as normal, consistent with other AWS arrangements.

### ***Incidental Travel***

Work from Home employees and Mobile Work employees shall not receive mileage for incidental travel to their regularly assigned office location from home or vice versa that is based on job requirements, such as reporting to a meeting, etc.

### ***Facilities***

- Home Office Space. Employees working from home should have a designated workspace or duty station and will be required to certify safe working conditions. Requirements will vary, depending on the nature of the work and the equipment needed to perform the work.
- Home Utility Expenses. Incremental home utility costs associated with working fromhome will **not** be paid by the State/Agency.
- Miscellaneous Expenses. Costs associated with the copying of work-related materials, facsimile charges, express mail, etc., may be reimbursed by the Agency, if employee received prior approval to incur said expenses. Reasonable efforts should be made to minimize such expenses by the employee's use of State resources during the time they are in their regularly assigned office location.
- An Employee's Workplace May Not Be a State-Owned/Leased Facility. While the Agency may own some of the equipment and materials used by the employee in the remote work site, the primary remote/approved alternative site must not be a State owned/leased facility. Costs of safeguarding, insuring, and maintaining the home workplace/approved location and the State property therein are the sole responsibility of the employee.

### ***Equipment***

The Agency may provide the employee all or a portion of equipment necessary to perform the job at a remote work site, subject to availability and budgetary restrictions. While the use of non-State-owned equipment is permissible, employees working remotely and their agencies should be in compliance with STS guidelines, included as **Appendix C**.

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<sup>2</sup> See footnote 1 and DOHR Policy [12-037 \[Employee Absences & State Office Closures Due to Inclement Weather\]](#), [12-038 \[Uninhabitable Building\]](#) and [12-039 \[Employee Absence Due to Declared State of Emergency\]](#).

- Telephone. An agency may provide an employee with a State-issued cell phone if the supervisor and agency administrators deem it necessary for the employee's job responsibilities.
- Computers, Agency-Owned Equipment, etc. The State may provide equipment (including laptops, tablets, etc.) and materials (office supplies, etc.) needed by employees to effectively perform their duties. Employees may be authorized to use their own equipment, with the approval of the Agency and STS.
- State Owned or Issued Equipment.
  - State owned or issued equipment may be used for authorized State purposes by authorized employees only.
  - Employees are responsible for protecting State owned equipment from negligent use, theft, damage, and unauthorized use.
- Maintenance.
  - State owned equipment used in the normal course of employment will be maintained, serviced, and repaired by the State.
  - Agency guidelines should include a point of contact for all equipment-related issues, including reservations, installations, and troubleshooting.
  - When employees are authorized to use their own equipment, agencies will not assume responsibility for the cost of equipment, repair, or service.

Upon separation, the employee shall return any state property to his or her supervisor, including work documents, official records, sensitive information, and/or state equipment in accordance with agency directives.

### ***Records Management***

State employees are required to comply with the following guidelines on using records or duplicating records when working at remote locations.

- During an investigation, all relevant records must be made available to investigators and/or auditors.
- Any work documents, including official records removed by Work from Home or Mobile Work employees, remains the property of the State. Additionally, any official record that is generated by Work from Home or Mobile Work employees becomes the property of the State.
- An employee should get written approval from his/her supervisor prior to taking official records to a remote work site. This approval will be valid for a defined period of time. All official records that are moved from an office location to a remote work site will be documented in accordance with applicable procedures or requirements, e.g., charge-out procedures, check-out cards, sign-out sheets, etc., as determined by the agency.
- The removal of sensitive information from the regularly assigned office location by Work at Home employees is subject to supervisory approval. When such records are used by agency employees at a remote site, care must be taken to ensure that information is not disclosed to anyone except those who are authorized to access the information in order to perform their duties. Appropriate administrative, technical, and physical safeguards should be taken to ensure the security and confidentiality of these records.
- In the event a Work at Home employee needs to destroy hard copy records of documents,

the employee must contact the agency's respective records officer or designee to obtain permission and procedures. The records officer shall maintain a log of records destroyed in accordance with applicable laws, rules, and policies.

- At the conclusion of the approved charge-out time of the documents, or upon termination of employment, the employee must return the official record to the supervisor. If the employee needs this record in the future for work-related purposes, he/she must again get written approval from the supervisor, prior to removal of the record from the office.
- Confidential business information may not be removed from State offices except as permitted and authorized by established State and agency procedures. This information should be included in each agency's respective agency guidelines.

### ***Liability Issues***

Questions related to claims for personal property damage or loss or personal injury arising out of an employee's performance of official duties should be directed to the Agency's Human Resources Office, employee's supervisor, Agency AWS Coordinator, and other appropriate persons as determined by the Agency. The Agency should address issues of employee or Agency liability in accordance with the specific facts of each case and under the provisions of the State Board of Claims, where appropriate.

### ***Tax Issues***

Generally, a federal tax deduction is allowable for a home office or workspace if it meets certain criteria as outlined by the IRS, including whether it is the employee's principal place of business on a regular basis and other factors. Work from Home employees may be entitled to a tax deduction based on home office or work space, depreciation of employee owned personal computers and related equipment, a portion of utility costs, etc., if the IRS requirements are met. Employees should review Publication 587 of the Internal Revenue Service which provides guidance on how to compute and claim the deduction for business use of an employee's home:

Direct Link: <https://www.irs.gov/pub/irs-pdf/p587.pdf>

### ***Inclement Weather/Equipment Issues***

In instances of inclement weather, employees must continue to work. However, if an employee is unable to work due to issues beyond his/her control (i.e. power outage, equipment failure, etc.), the employee must report the issue to the supervisor immediately or as soon as practicable. Depending on the amount of time remaining in the work day, the supervisor may either allow the employee to take leave (if requested) or may request that the employee report to the office, if practicable.

## APPENDIX B: Workspace Information & Guidelines

Free Address is an AWS arrangement which may be suitable for employees whose primary place to conduct State business is in their assigned office location, as well as mobile workers and employees who work from home when they are in the office. This arrangement includes employees utilizing unassigned, non-permanent duty stations as needed. Agencies may require employees to reserve the workspace in advance, or the workspaces may be used on a first-come, first-serve basis.

Below are several options for implementation of the free address concept:

**Open Office:** Open Office is the most frequently used AWS concept whereby employees use non-dedicated, non-permanent workspaces assigned on a first-come, first-serve basis. This arrangement may be appropriate for mobile workers, and/or employees whose total time in the main office is such that it does not warrant having a permanent, assigned desk for each individual. This arrangement may also be appropriate for employees whose job responsibilities include a multitude of different tasks and who frequently collaborate with different groups.

**Virtual Office Workplace:** This is a work environment in which employees work cooperatively from different locations using a computer network (in lieu of a single building or other single physical location). As opposed to a single location where workers are housed, the virtual office is typically a collaborative communications medium, such as a computer network, where workers gather electronically to collaborate and/or carry out other work activities. The actual physical locations of the employees working in a virtual office can be temporary or permanent and can be nearly anywhere, such as their homes, satellite offices, hotel rooms, corporate offices (shared workspace), airports, airplanes, or automobiles. Agencies electing to utilize this concept would need to set out specifics for this concept in their [agency guidelines](#) as well as ensure that all participating employees are notified of OIR guidelines.

**Ad Hoc Arrangements:** Agencies are encouraged to think creatively about AWS arrangements and to consider tailoring AWS concepts to best serve the agency, its employees, its customers, and the general public. When adopting an AWS concept that differs in substance from those set forth in this Policy, contact the Tennessee Department of Human Resources, Office of General Counsel to request approval of the arrangement. An ad hoc arrangement should also be included in agency guidelines.

## APPENDIX C:

State of Tennessee

# VIRTUAL MEETING CONNECTION GUIDE

### BASICS



The State of Tennessee virtual connection platforms include Webex and Microsoft Teams. Identify the platform that will host the meeting.



Meeting hosts should identify the connection platform and invite the appropriate attendees by including the purpose and agenda in the meeting appointment.



Please mute your line when not in use to prevent background noises.



Participants are encouraged to share their video. If bandwidth is low, turning off video may improve connection.

### FORMAT



Explain what the meeting format will be. Unlike in-person meetings, it is important to clarify guidance for unmuting lines and asking questions in a virtual setting.



Provide the amount of time that will be left at the meeting end for open questions and dialogue.



To begin all virtual meetings *on time*, join a few minutes early to connect.

### HOW TO GET THE MOST OUT OF YOUR ONLINE EXPERIENCE



For optimum sound, use the “Call Me” or the “I Will Call In” options in Webex where possible instead of using “Call Using Computer” (computer audio).



Ensure a strong internet connection prior to joining (<http://speedtest.tn.gov/>).



If you have trouble or need assistance, please use the chat feature to chat the meeting host or appropriate team member.

To access State of Tennessee Alternative Workplace Solutions (AWS) policies and required training, please visit [TeamTN.gov/AWS](http://TeamTN.gov/AWS).

State of Tennessee

# VIRTUAL MEETING

## Virtual Etiquette Guide

### DRESS APPROPRIATELY

to be camera-ready, and in the right headspace for a productive meeting.

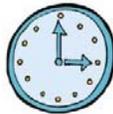


### BE AWARE OF YOUR SURROUNDINGS



select a work location to minimize distractions from others and pets

### JOIN EARLY



to ensure camera and microphone are working

### MUTE YOUR MICROPHONE WHEN NOT SPEAKING



to avoid echoes

### BE PATIENT

Barks, doorbells, and lost connection may happen. Be kind to team members in WFH environments.



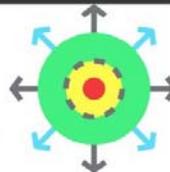
### RECAP THE MEETING

Review action items to be completed and deliverables from the meeting when wrapping up



### EXTERNAL CUSTOMERS

You reflect the State of TN Brand. Exhibit a heightened commitment to virtual etiquette and professionalism when meeting with external customers



## **APPENDIX D: Permanent Out of State Employees Guidance and Awareness Statement**

Out of state work is explicitly discouraged, absent a compelling business interest or skills-based need. The long-term performance of duties (beyond 30 days) outside of Tennessee requires review, consultation, and approval from the agency's appointing authority. However, short-term performance of duties (30 or fewer days) outside of Tennessee is subject to the agency's internal processes and discretion.

Agencies should note this does not apply to employees who live in a state bordering Tennessee within a reasonable commuting distance from their assigned office location and work from home. This generally will be no more than 1.5 hours driving time each way. Additionally, current employees who are already working on a permanent basis, as further defined in this Appendix, must complete Attachment 2 – Out of State Employee Awareness Acknowledgment. Agencies must then reassess the arrangement on at least an annual basis to ensure the arrangement is still serving the agency's compelling business interest or skills-based need.

While each agency is responsible for fulfilling different facets of state government, any arrangement allowed under this policy must first meet a compelling business interest or skills-based need. A compelling business interest or skills-based need must be a tangible factor (i.e., knowledge, skill, ability, education, specific work experience, etc.) that is integral and supports the agency's operational obligations along with goals set out by the agency's mission, vision, and values. In general, it must be more than a mere preference of the employee. This may also include positions that are difficult to fill and where there are not sufficient applicants within the geographic area of the official duty station.

Employees should note that while each situation will be reviewed, there is no standard response as each request is case-specific. Considerations range from which state the employee performs work, the duration of the performance of duties out of state, their essential job functions, and additional employment-related matters. If approved to work out of state beyond 30 days, the following shall apply:

- The official duty station will remain within the State of Tennessee.
- Pursuant to the State of Tennessee's Travel Regulations, travel between the out-of-state residence and the official duty station is considered commuting and is not reimbursable.
- If required to report to the official duty station within Tennessee, there will be no reimbursement for lodging, travel, mileage, or per diem.
- There may be state tax implications, depending on the state in which you reside. Employees should consult with a licensed tax professional or state revenue authority regarding specific tax requirements.

- In no circumstance is an agency allowed to hire or retain an employee who performs work exclusively outside of the country.
- Agencies are responsible for annually assessing the continuation of any out of state working arrangement to ensure the arrangement still suits the agency's compelling business interest or skills-based need. Agencies must allow employees sufficient time to respond with any support and/or comply with any employer requests regarding any change in status of the employee's AWS arrangement.

Below are considerations relating to the main areas of concern. In addition to reviewing this document, agencies should consider developing an internal process for consistently reviewing employee requests to perform duties out-of-state. While each agency's internal process for review may vary, sample guidance is provided:

- Employee submits request to their supervisor, or designated agency personnel, and answers questions regarding duration, nature, justification, and location. A sample form is attached as Attachment 1 at the end of this appendix.
- Supervisor forwards the request form to their designated divisional leader (positions may vary).
- Designated divisional leaders complete their portion of the form and submit to the agency's designated contact for their Office of General Counsel and Office of Human Resources for analysis and review. The matter will then be escalated to executive leadership review.
- Executive leadership team reviews and approves or denies the request.
- The agency's human resources office notifies the employee and divisional lead of approval or denial of the request.
- If approved, the employee shall sign the 'Permanent Out of State Employees Guidance and Awareness Statement, which can be found in Appendix, Attachment 2.

**AWS Policy Appendix D**  
**Attachment 1**  
**Sample Out of State Request**  
**Form**

**Employee Section:**

Employee Name:

Employee Division:

Current Assigned Office Location:

How many days per week do you currently work from home?

How many days per week do you currently work from your assigned office?

How many days per week do you currently work in the field?

Requested Location:

Distance from Assigned Office Location:

Duration of Out of State relocation request:

Proposed date of relocation:

Reason for Out of State relocation request:

*\*\*After you have completed this portion, email the completed portion to your supervisor, who will complete the remainder of the form.\*\**

**Designated Division Leader Section:**

How often do you anticipate employee will be required to travel to Tennessee for work purposes? (Please include expectation for in-person meetings and training, site visits, events, etc.).

Is there a compelling business reason or critical skill-based need to allow the employee to perform his/her job duties outside of Tennessee?

If yes, please explain:

Do you recommend approval?

Please explain your recommendation:

*\*\*After completing the designated division leader section of the form, email to Office of General Counsel contact.\*\**

**Legal Review Section:**

Do you recommend approval?

If yes, provide analysis:

**Human Resources Section:**

Do you recommend approval?

Comments:

**Executive Leadership Team Section:**

Do you recommend approval?

Comments:

**AWS POLICY APPENDIX D**  
**Attachment 2**  
**Permanent Out of State Employees Guidance and**  
**Awareness Statement**

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*Employee Awareness Statement:*

I acknowledge that I have received approval as a State of Tennessee employee to permanently reside and/or work out of state. I acknowledge that any and all tax implications that I may be subject to are my sole responsibility apart from taxes collected against my employer. I agree to comply with all standards of performance and availability. I agree to remain in constant contact with my employer about any changes in residency and will inform of said changes within reasonable amount of time after becoming aware of said changes.

Employee also acknowledges performance expectations will continue to be enforced and that the employee may be required to come into their official duty station when requested. Finally, employee acknowledges that this allowance to work out of state may be subject to change based on job responsibilities and business needs or when the arrangement otherwise becomes unsuitable for the employer.

\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Name of Supervisor

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date