

**ARIZONA STATE PERSONNEL SYSTEM STATEWIDE  
POLICIES AND PROCEDURES**

<b>Policy Number:</b> ASPS/HRD-PA5.01	<b>Issued:</b> November 19, 2012
<b>Subject:</b> Remote Work Program	<b>Effective:</b> November 19, 2012
<b>Policy Section:</b> Conditions of Employment	<b>Revised:</b> December 2, 2020
<b>Policy Owner:</b> ADOA Human Resources	<b>Supersedes:</b> See Below

This remote work policy does not create a contract for employment between any employee and the State of Arizona (State). Nothing in this policy changes the fact that all uncovered employees of the State are at-will employees and serve at the pleasure of the appointing authority.

**Scope and Applicability:**

This policy applies to all agencies, boards, offices, authorities, commissions or other governmental budget units in the State Personnel System.

State agencies are encouraged to develop their own remote work policies that are not in conflict with the state's policy.

Remote work is a management option and not an employee entitlement or right. An agency may terminate a remote work agreement at its discretion.

Agencies may designate specific jobs as a virtual office position and may include this information during recruitment. An agency may terminate a virtual office agreement at its discretion.

An employee may request to end participation in a virtual office arrangement. The decision to end the virtual office agreement is at the discretion of the agency and may take into consideration space availability at the agency's office as designated by the agency.

**Authority:**

A.R.S. § 49-588, Requirements for major employers  
Executive Order 2003-11

**Definition:**

*Hoteling:* An arrangement whereby employees utilize unassigned, non-permanent workstations on an as-needed basis subject to availability.

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*Remote work:* An arrangement whereby employees sometimes work from locations that are neither their assigned workstations nor a hoteling workstation.

*Resident office:* An arrangement whereby employees work from an assigned workstation that requires facility space costs for the State or agency.

*Virtual office:* An arrangement whereby employees work from an assigned, fully functional workstation that is located in the employee's home or another approved remote location that has no facility costs to the State or agency.

### **Policy:**

The State of Arizona Remote Work Program is designed to make working at home an effective alternative to the traditional office arrangement. By understanding this policy's governing conditions of participation, equipment use and liability issues, employees will have a greater awareness of management's expectations – and the State's obligations – about working at home.

This remote work policy provides a general framework for remote workers in all state agencies and does not attempt to address the special conditions and needs of all individuals and/or agencies. More specific conditions relating to an employee working at home are detailed in the remote work training and remote work agreement, which must be executed by the employee and his/her supervisor, subject to the manager's approval. The remote work agreement may provide for an employee to work one or more scheduled days from home (or an approved location) or may allow for a virtual office arrangement.

All remote workers and their supervisors will participate in studies when necessary to evaluate the State's remote work program.

### **Employee Expectations:**

Employees will complete the required training and sign the remote work agreement. If there are significant changes to the remote work agreement (such as a change in the employee's remote work location), the employee must work with the supervisor to amend the agreement. The remote work agreement must be renewed annually; this requirement may be waived for employees with a virtual office arrangement. The employee is not required, unless otherwise required by the agency, to repeat the computer-based training (CBT) that accompanies the agreement.

Employees will adhere to the scheduled remote work days as indicated in their remote work agreement.

Employees participating in the virtual office program will complete the required virtual office training.

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Employees will adhere to the productivity and quality standards established by their supervisors.

Employees participating in remote work arrangements will follow established best practices and agency policies for maintaining communications. Employees will maintain a safe, secure, professional working environment in adherence with all applicable agency policies regarding safety, workplace attire, and other professional expectations. Employees will adhere to the standards of conduct and other expectations published in the Arizona Administrative Code, Title 2, Chapter 5 (State Personnel System Rules) and the Arizona State Personnel System Employee Handbook, including maintaining a substance-free workplace during working hours. See the links section below for links to the Arizona Department of Administration (ADOA) Human Resources Division (HRD) website for the Arizona State Personnel System Rules and Employee Handbook and the ADOA Risk Management's website for safety resources.

### **Supervisor Expectations:**

Supervisors will complete assigned remote work training, as well as any training required to manage a remote workforce.

Supervisors will ensure that employees who work remotely renew their annual remote work agreement each year. This requirement may be waived for employees with a virtual office arrangement.

Supervisors shall establish productivity and quality standards and implement accountability measures to ensure all employees, including those with remote work schedules, adhere to these standards.

Supervisors will ensure teams are working collaboratively, regardless of the workers' assigned duty stations, by fostering a culture of inclusiveness. Supervisors and employees share a responsibility to assess and resolve any issues that arise if a remote work arrangement is not working well for the employee or the agency.

### **Remote Work Area and Risk Management:**

In accordance with A.R.S. § 41-621, coverage will remain in effect while the employee is within the course, scope, and authorization of their employment and conducting State business from the approved work location. Employees must notify their supervisor of a job-related injury or illness and call 800-685-2877 within 24 hours to report the injury. This service is available 24 hours a day, seven days a week to facilitate the reporting of injuries to ADOA Risk Management (detailed information is available on the ADOA Risk Management website; see the links section below).

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Employees will make reasonable efforts to maintain a safe working environment and report hazards to their supervisor.

### **Software and equipment:**

Only State-authorized software will be used for business purposes. State software must not be duplicated or shared. State-authorized software will be identified by the State or agency based on the requirements of the position.

Employees must have access to a reliable high-speed internet connection sufficient to perform their work-related duties. This issue should be discussed and included in the remote work agreement, including whether the agency will provide a hot-spot connection to the employee. Agencies may provide stipends to remote and virtual office workers (at the agency's discretion) to offset job-related costs employees incur (i.e., high-speed internet service). Per the State of Arizona Accounting Manual (SAAM), draft stipend policies must be submitted to the ADOA General Accounting Office (GAO) for review. See the links section below for a link to the policy SAAM 0025, *Agency-specific Policies Based upon SAAM*.

When preparing the remote work agreement, the employee and supervisor must determine the authorized equipment and software to be utilized.

Employees participating in a virtual office work arrangement will be assigned authorized equipment sufficient to perform their work-related duties.

Office supplies will be provided by the State and should be obtained during business hours. The State is not required to reimburse for out-of-pocket expenses for supplies normally available in the office.

The State is not required to provide office furniture, unless an employee is assigned to work from home and requires a reasonable accommodation in accordance with the Americans with Disabilities Act (and associated amendments) in order to do so. Employees assigned to work from home who need reasonable accommodation should contact their agency Human Resources Office or representative.

### **Equipment and Risk Management:**

The State does not provide coverage for employee-owned property unless agreed to in writing prior to any loss or damage, as per A.R.S. § 41-621(A)(4). Example: mechanic's tools that are required but not provided by the agency. Covered employee property damage claims are paid based on the actual cash value and not replacement cost.

State equipment in the home office must be used and maintained in accordance with State policies and guidelines and may not be used for personal purposes. The employee is responsible for reporting lost or damaged equipment to their supervisor and to ADOA Risk

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Management in accordance with the Risk Management policy (available on the ADOA Risk Management website; see the links section below).

### **Security:**

Employees working remotely will complete required cybersecurity training and adhere to all applicable State and agency security policies, including privacy and confidentiality policies (see the links section below for ADOA Arizona Strategic Enterprise Technology (ASET) security information and resources).

Employees will work with their respective information technology (IT) staff to ensure security software is installed and up-to-date as required (i.e., firewalls, VPN where applicable). Employees must ensure home networks and connected devices are secured using home network security best practices.

To ensure hardware and software security, all software used for remote work must be approved by the supervisor and manager before installation and only approved websites may be accessed.

Employees are responsible for understanding and adhering to their respective agencies' policies regarding handling sensitive materials when working remotely. Restricted-access materials shall not be taken out of the office or accessed through the computer unless approved in advance by the supervisor and manager. Questions regarding access should be directed to the supervisor or manager.

Employees shall ensure that non-public information is not accessible by unauthorized persons, such as members of their household or when working from other remote locations. Confidential conversations must take place in a private workspace. Connections through open WiFi must be secured with VPN.

### **Procedure:**

Agencies will establish their own internal procedures for requesting and approving remote work and virtual office arrangements.

### **Related Document(s)/Link(s):**

- Capitol Rideshare website for remote work program and training information, [Capitolrideshare.az.gov](https://capitolrideshare.az.gov)
- ADOA Human Resources Division website for the Arizona State Personnel System Employee Handbook and other resources, <https://hr.az.gov>
- ADOA Risk Management website for policies related to liability and safety, <https://staterisk.az.gov/about-us/risk-management-overview>
- ADOA ASET website for security policies, guidance and resources,
  - <https://aset.az.gov/resources/policies-standards-and-procedures>

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- o [State of Arizona Information Security Guidelines for Telecommuting](#)
- o <https://aset.az.gov/resources/security>
- ADOA General Services Division (GSD) website for facilities information and resources, [gsd.az.gov](http://gsd.az.gov)
- ADOA General Accounting Office (GAO), State of Arizona Accounting Manual, SAAM 0025, *Agency-specific Policies Based upon SAAM*, <https://gao.az.gov/publications/saam>
- Arizona Administrative Code Title 02 Administration Chapter 05 Department of Administration - State Personnel System (includes employee standards of conduct and other information), [https://apps.azsos.gov/public\\_services/Title\\_02/2-05.pdf](https://apps.azsos.gov/public_services/Title_02/2-05.pdf)

### **Corresponding Policy(ies):**

Not applicable

### **Contact:**

If you have any questions related to this policy, please contact your agency's Human Resources Office/representative or the ADOA Travel Reduction Program Office.

### **Policy History (supersedes):**

ASPS/HRD-PA5.01 – Telework Program (08/06/18)