

# WORLD HEALTH ORGANIZATION

**Information Note: 16/2022**

**Subject: Introduction of the Flexible Working Arrangements policy**

**Distribution: All WHO staff globally; Headquarters staff including HQ outposted offices: WBC, WTC, GSC, ACD, WHO Lyon, WKC, WUN and ICC**

**Date: 29 July 2022**

The purpose of this Information Note is to announce the phased implementation of the Flexible Working Arrangements (FWA) policy.

This policy has been strictly guided by the framework established by the WHO FWA Task Force and the Model policy as developed by the Chief Executive Board, United Nations. The final policy is the result of collaborative consultation between staff and management within the Global Staff Management Council.

## **Policy**

Five distinct categories of FWA are identified for phased implementation as per the global framework of the FWA Task Force, as follows:

Phase 1: From 1 September 2022:-

- (1) **Staggered working hours** - replacing the current flexible working hours scheme;
- (2) **Part-time work** - continuation of existing eManual policy;
- Teleworking** -
  - (3) At the duty station
  - (4) Outside the duty station

Phase 2: (5) **Compressed working schedules** will be implemented upon a suitable ERP solution being identified, the ultimate solution being BMS. This option will be in abeyance until that time.

## **Effective date**

The policy is effective 1 September 2022.

## **WHO eManual**

The policy is available in section [III.6.28 Flexible Working Arrangements](#).

## **Implementation**

The Covid-19 pandemic has necessitated teleworking on a large scale. As we return to regular working arrangements the overall FWA policy is new to WHO. The guiding principles of flexible working are key to the success of the FWA implementation. All staff are requested to carefully read and understand the policy from both staff member and supervisor perspective. Further implementation guidance is accessible through the following links and is also published in the related contents section of WHO eManual III.6.28:-

- [Implementation guidance for staff members](#);
- [Implementation guidance for supervisors](#);
- [Frequently Asked Questions](#).

Planning and preparation of FWA will be supported by HR Business Partners & Regional HR Managers along with Management Officers where necessary.

### **Application**

#### ***Headquarters***

This policy will apply from 1 September 2022 in its entirety to Headquarters staff <sup>1</sup> (see transitional measures). This includes HQ staff based in Geneva and all outposted HQ offices.

#### ***Regions***

Regional offices may choose to adopt or adapt for regional and country context within the boundaries prescribed by this policy. The adoption of, or adaptation from, the global policy must be clearly defined by each Major Office and communicated to the regional and country level staff by the Regional management.

#### **Transitional measures for HQ**

In implementing this policy, consideration has been given to the [COVID-19 HR measures applicable to HQ, Geneva of 7 December 2021](#). The measures which provide up to 90 days maximum teleworking outside the duty station for the calendar year 2022 remain in place. These align with the policy which, going forward will also provide a maximum 90 days of teleworking outside the duty station per calendar year from 1 January 2023 onwards.

Likewise, arrangements for teleworking at the duty station provided in these measures will continue until 31 December 2022 unless ended and communicated to staff prior to that date.

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<sup>1</sup> Staff on loan from HQ to an office outside HQ will follow the Regional guidance