



COVID-19: HR MEASURES applicable to HQ, Geneva

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DEPARTMENT OF HUMAN RESOURCES AND TALENT MANAGEMENT (HRT)

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Teleworking

Applicability

These measures are separate and distinct from the ongoing development of a long-term policy/(ies) for flexible working arrangements on the basis of the Framework of WHO's Global Task Force on Flexible Working Arrangements.

These measures apply as follows:

Major Office: Headquarters, [Geneva](#)

Period (effective from): 1 June to 31 December 2021

Appointment types: These measures apply to staff members holding Fixed-term and Continuing appointments and those on Temporary appointments under SR420.4, unless otherwise specified under each teleworking category.

HR support: HR Business Partners in the Divisions, also teleworking@who.int

Wellbeing support: Department of Staff Health and Wellbeing including Staff Counsellor and Psychologist

Teleworking at the duty station

The following measures continue to be in place:-

1. All staff members who have not been asked to return to the premises will remain on the general teleworking arrangements as per the Administrator Message of 14 March 2020 i.e. teleworking at the duty station.
2. Teleworking at the duty station assumes that a staff member is working from the address declared in GSM as the staff member's normal residence at the duty station. **It is essential for insurance purposes that all staff members take immediate action to ensure their duty station address details are correct in GSM.**¹
3. GSM Request: Not required for general teleworking at the duty station.

Teleworking outside the duty station

Obligations of staff members

The following obligations are brought to the attention of all staff members who either wish to request, or who are already, teleworking outside the duty station. Staff must:-

¹ GSM>Employee Self Service>My Personal Details>Add or Update Address

- a. Update their security clearance profiles whether they arrived at the location on personal or official travel. This will ensure that staff remain informed of security updates and supported by local security arrangements;
- b. Ensure that information related to their visa and passport is up to date in the relevant applications and systems, and to be aware of and comply with national regulations that may apply to them;
- c. Contact HR Liaison Services through HRSmalibox@who.int to inform of the period of teleworking outside the duty station for purposes of ensuring guidance from the Swiss Mission regarding Carte de Legitimation for themselves and family is followed;
- d. Be aware that enrolment in Staff Health Insurance is made based on the duty station of HQ, so medical expenses in a different location, particularly outside the country of the duty station, may incur financial limitations resulting in excessive out-of-pocket medical expenses. Information can be obtained from SHI at shihq@who.int;
- e. Understand the impact on payment of any benefits and entitlements related to their place of service/residence (e.g. expatriate benefits) for the period that they are outside their official duty station, in accordance with measures outlined below; and
- f. Be aware that for insurance purposes, including service-incurred illness or accident, teleworking outside the duty station is approved for the specific address detailed in your GSM request only. This must include a full address i.e. street name and number, city and country.
- g. Acknowledge and accept that the Organization may, in exceptional circumstances, request that the staff member returns from a GSM approved teleworking arrangement to the duty station at any time at their expense. Notice of 30 calendar days will be provided.
- h. Acknowledge and accept that the staff member has the obligation to return to the duty station at the end of the GSM approved teleworking period.

Disclaimer for exceptional teleworking

In submitting a request to telework in GSM staff members take note of, and agree to the following:

In case of an accident, illness or death which is claimed as attributable to the performance by the staff member of official duties on behalf of the Organization which occur when working from the teleworking address as specified in the GSM teleworking request, the staff member (or a survivor on behalf of a staff member) will be required to provide adequate evidence of direct causal link between the accident, illness or death and the performance of the staff member's official duties.

Whilst working from the teleworking office, an accident, illness or death that takes place during any of the following circumstances, will normally not be considered as attributable to the performance of official duties on behalf of the Organization:

- a. away from the approved teleworking office, subject to § b. below;
- b. outside the direct commute to/from the teleworking office and WHO (or any other destination authorized as official travel) for official purposes;
- c. outside the schedule agreed to by the supervisor.

Requesting Teleworking Outside the Duty Station

Up to 4 days per month

Applicable: All Headquarters, Geneva staff

4. Occasional teleworking measures continue. Requests for occasional teleworking outside the duty station of up to four days per calendar month can still be made under the Occasional Teleworking measures in place (see Information Notes of 15/2014 and 24/2019);
5. GSM request:
 - a. Mandatory;
 - b. Use function: *Staff member/Teleworking Request/Occasional Request*

Up to 3 months²

Applicable: Internationally-recruited and locally-recruited staff members already serving at Headquarters, Geneva. (For new staff see *Special Conditions related to recruitment of new staff*)

6. Requests may be approved for a cumulative period of up to 90 days with no impact to salary or entitlements.
7. Supervisor approval is required and may be granted subject to the staff member being able to carry out their normal duties through teleworking outside the duty station during the requested period.
8. GSM Request:
 - a. Mandatory for each period requested up to a maximum of 90 cumulative days;
 - i. General Service staff: requires GSM approval by 1st and 2nd level supervisors and validated by HRT;
 - ii. Professional staff up to P5: requires GSM approval by 1st and 2nd level supervisors (and ADG if not a supervisor) and validated by HRT;
 - iii. P6 and above: requires GSM approval by 1st and 2nd level supervisors (and Director-General if not supervisor) and validated by HRT;
 - b. Must be submitted sufficiently in advance to allow for approval prior to the anticipated start date of exceptional teleworking. At least 10 working days is recommended.
 - c. Consecutive weeks must include weekends;
 - d. Periods of leave should not be included in the dates of the teleworking period. Each teleworking period should be submitted separately around leave;
 - e. Full address of teleworking location must include street name, number, city and country;
 - f. Use GSM function: *Staff member/Teleworking Request/Exceptional Request and choose Request Type "Other"*;
9. Additional conditions applicable to internationally-recruited staff members are outlined below.

² 1 month = 30 consecutive calendar days of absence from the duty station (includes weekends and irrespective of half or full days of teleworking).

From 3 to 6 months^{3,4}

Applicable: Internationally-recruited staff members already serving at Headquarters, Geneva. (*Locally-recruited staff members may not request to telework outside the duty station beyond 90 days because their entitlements cannot be adjusted to salary scale of teleworking location.*)

10. Requests may be approved beyond the first 90 days for up to a further 90 consecutive days. As of day 91 the pay and benefit elements shown in **Table 1** below will be impacted.
11. Once the 91 – 180 days (2nd 90 day) period has commenced the pay and benefit elements will be adjusted. The period must be availed of in one continuous period up to the maximum 90 days for which PA and HL will be adjusted once only. Staff may request for less than 90 days with possible subsequent and consecutive extensions but teleworking outside the duty station cannot resume later if interrupted.
12. There may be a break between the last day of the cumulative period of 90 days and the 91-180 day (2nd 90 day) period commencing if the staff member and/or supervisor so request.
13. Any return to the duty station during the 91-180 day (2nd 90 day) period would imply that the teleworking arrangement outside the duty station ceases. Any remaining time out of the maximum permissible period would be forfeited and the pay and benefit elements will revert to original duty station (likely with delays due to Payroll cut-off dates).
14. Any period of leave⁵ taken within the 91-180 day (2nd 90 day) period would not alter the impact on pay and benefit elements in Table 1.
15. Supervisor approval is required and may be granted subject to the staff member being able to carry out their normal duties through teleworking without necessity of being present at the duty station during the requested period. This assessment is within the sole responsibility of the approvers.
16. GSM Request:
 - a. Mandatory as one or multiple consecutive requests commencing on day 91 up to maximum 90 consecutive days;
 - b. Must be submitted at least 3 weeks in advance of day 91 of period of teleworking outside the duty station;
 - c. Requires approval as per Summary Table 2;
 - d. Use function: *Staff member/Teleworking Request/Exceptional Request and choose Request Type "Other"*;

Table 1

	Impact on pay and benefit elements during period of teleworking outside the duty station 91 – 180 days (2nd 90 day period)
Post adjustment (PA)	PA (if lower) will be modified to that of the remote teleworking location ⁶
Home leave (HL)	Accrual of HL credit points will cease irrespective of country of teleworking location

³ From 91 days

⁴ Exception may be given to cases of teleworking approved by SHW on medical grounds which require the staff member to be outside the duty station for medical reasons.

⁵ Exception being made for parental leave

⁶ If teleworking location does not exist as a duty station, the PA of the nearest duty station within the country will be applied

More than 6 months⁷

17. Requests for a teleworking arrangement to continue beyond 180 days⁸ would only be considered on a very exceptional case-by-case basis.
18. Requests would be formally made by the ADG of the staff member's Division through the HR Business Partner to Director, HRT.
19. Solutions for such arrangements may include :
 - a. Negotiation with Major Office for reassignment to the location of the staff member with corresponding change to pay and benefit elements;
 - b. Separation and consider using expertise of staff member for other types of work that could be contracted through other contract modalities;
 - c. Other agreed arrangement in line with regulatory framework

Teleworking under quarantine

The following measures remain in place⁹:

20. Staff are encouraged to travel to locations that do not require quarantine on arrival and for which no quarantine is required upon their return.
21. When that is not possible and staff are required to quarantine on arrival, staff and supervisors may explore the viability of teleworking arrangements, depending on the exigencies of the work to be performed, for all or part of the quarantine period, including in combination with annual leave.
22. In cases of quarantine where teleworking is not viable, staff may be required to use annual leave for periods of quarantine.
23. The same process should be followed for any required quarantine on return to the duty station.
24. In line with current procedures, staff must submit a request for exceptional teleworking through GSM staff self-service for any periods of teleworking outside the duty station, including for periods of quarantine. Any related questions for HQ staff should be sent to teleworking@who.int.

⁷ 180 days i.e. 1 month = 30 consecutive calendar days of absence from the duty station (includes weekends)

⁸ Exception may be given to cases of teleworking approved by SHW on medical grounds which require the staff member to be outside the duty station for medical reasons.

⁹ As per COVID-19 Latest HR-Measures V2 – 4 September 2020

Summary

Arrangements for teleworking are summarized as follows:-

TELEWORKING	At the duty station	Outside the duty station			During quarantine	Health reasons
		4 days / month	4 days up to 90 (cumulative)	91-180 days		
Impact on pay and benefit elements	<i>Not applicable</i>	<i>Not applicable</i>	<i>Not applicable</i>	Yes (see Table 1)	Yes, if during 91-180 day period	Yes, unless SHW approves that health condition <u>requires</u> presence outside the duty station
GSM request	<i>Not applicable</i>	Occasional	Exceptional "Other" - multiple requests	Exceptional "Other" - one or consecutive requests only	Exceptional "Other"	Exceptional "Health"
Workflows						
- General Service	Arrangement with supervisor	1 st & 2 nd level supervisors HRT	1 st & 2 nd level supervisors HRT	<i>Not applicable</i>	1 st & 2 nd level supervisors HRT	SHW 1 st & 2 nd level supervisors HRT
- Professional up to P5		1 st & 2 nd level supervisors HRT	1 st & 2 nd level supervisors ADG of Division (<i>if not a supervisor</i>) HRT			SHW 1 st & 2 nd level supervisors ADG of Division HRT
- Professional P6 and above		1 st & 2 nd level supervisors HRT	1 st & 2 nd level supervisors Director-General (<i>if not a supervisor</i>) HRT			SHW 1 st & 2 nd level supervisors Director-General HRT

Table 2

Special conditions related to recruitment of new staff and rehire after contract break

Newly appointed Professional category staff

25. New staff members are to be hired at their current or home location until travel to HQ is feasible or deemed a necessity by the hiring manager.
26. Post adjustment and entitlements will be paid according to the location of the current or home location. The duration of this temporary arrangement may not go beyond 180 days.

Temporary Professional category staff rehired after contract break

27. The conditions applicable above to newly appointed Professional category staff will apply equally to staff members who have been rehired after a contract break and who were teleworking from outside the duty station prior to that break other than for reasons of quarantine.

Professional category staff on appointments of 60-days or less

28. Teleworking cannot be authorized from any other location than the initially established duty station/work location.

29. Appointments of international staff under contracts of 60 days or less must be issued for their full duration at either their home/recruitment location or the intended duty station (if presence is deemed a necessity by the hiring manager).

General Service category staff

30. Appointments of local staff (including those returning after a mandatory break in service) can only be issued on the basis that the individual will report for duty on the effective start date of the appointment from Geneva. Teleworking cannot be authorized from any other location than Geneva duty station.

Cross border appointments (France/Geneva)

31. Cross-border appointments from within the commuting area of Geneva will be at Geneva duty station (e.g. reporting to HQ Geneva from home location in neighbouring France).



Leave and attendance

Home leave combined with teleworking

A period of teleworking combined with a period of home leave may be approved under certain conditions. Staff members and supervisors should be aware of the following conditions:-

32. The minimum duration of 7 consecutive days of uninterrupted leave must be respected in accordance with the WHO eManual provisions for Home Leave.
33. Supervisors should not expect or request staff members to work during that minimum 7 day period which cannot be interrupted.
34. The period of teleworking must be requested and approved in GSM prior to departure on home leave.
35. The GSM Home Leave request should make reference to the approved request for teleworking in order that approvers can be aware of both requests simultaneously.
36. Travel days can only be granted for days adjacent to the minimum 7 day period where travel has actually taken place.
37. Travel days will not be granted on approved teleworking days.
38. Global Human Resources remains available to assist staff members.