

On-call for Emergency Response – GSC and GSD

1 Introduction & Purpose

- 1.1 The Global Service Centre (GSC) currently operates from Monday to Friday from 08:30 to 18:00 (UTC+8).
- 1.2 The Global Service Desk (GSD) operational hours are from Monday to Friday from 08:30 to 01:00 (UTC+8) and Sunday from 13:30 - 22:15 (UTC+8), which is supported by the EMRO Service Desk.
- 1.3 To meet requirements emanating from planning and implementing WHO's work in response to health emergencies, on-call arrangements have been put in place outside the normal working hours for a specific subset of GSC and GSD services.

2 Definitions

- 2.1 **On-call:** A staff member is on-call when, as part of an established arrangement with GSC, he/she is available outside of his/her normal working hours to work as and when required. This includes arrangements where a staff member chooses to remain on the GSC premises to fulfil their on-call requirements, but it is not a GSC requirement for them to remain on-site.
- 2.2 **Normal working hours** are those which are regularly worked and/or fixed by the contract of employment. This does not include overtime.

3 On call Arrangements

- 3.1 On call arrangements apply to General Services Staff and National Professional Officers, including contract staff.
- 3.2 A specific list of the GSC services which require on-call arrangements has been identified and agreed ([see the GSC Services available for Emergency and relevant contact numbers here](#)).
- 3.3 GSD will provide Level 1 Email and IT Phone Support and communicate with other on-call colleagues, if necessary.
- 3.4 GSC Unit Heads/Coordinators will develop and maintain an on-call roster for each of the agreed upon services. Similarly, IMT's OUS and/or GSD Group Lead will maintain an on-call GSD roster for the required services.
- 3.5 The on-call rosters will be voluntary or "opt-in" where possible. All staff members who possess the necessary levels of knowledge, skills and experience are invited to 'opt-in' to the rota system so that every eligible member of staff will have the same opportunity to receive on-call and overtime payments.
- 3.6 Laptops and dedicated mobile phones will be made available to those staff members when on-call.
- 3.7 Staff members participating in an on-call roster must have the relevant skills (and access permissions where appropriate) to provide the service required. The exact level of competence required will be determined by the Unit Head/Coordinator.
- 3.8 There is no expectation that a staff member must remain at their home whilst on-call provided they comply with the staff member responsibilities set out in section 4 below.

- 3.9 Any actual work performed during the time staff members are on-call in excess of 30 minutes will be considered overtime and compensated according to overtime policies for G staff. Exceptional approval has to be obtained to pay overtime for national officers as part of the on-call arrangements and approved by HRT.
- 3.10 On call services will be available following this schedule:
- On weekdays from 18:00 – 24:00 for GSC. GSD normally operates during these hours so no need to be on call.
 - On weekdays from 24:00 – 08:30 the following day for GSD only.
 - On Saturdays and Sundays and GSC official holidays from 12:00 – 20:00 for both GSC and GSD.

4 Staff member responsibilities

- 4.1 A staff member who is on-call or called out must:
- be directly contactable by mobile phone at all times and be within reach of internet connectivity within 30 mins. It is noted that staff can be temporarily inconvenienced to pick up calls. Staff should verify the on-call mobile very regularly for missed calls in such circumstances. Staff should reach out to the caller within 30 min of the missed call to inquire on support needed;
 - have access to a mobile device (or PC/laptop if required by the local on-call arrangements) that is connected to the internet within 30 minutes from being informed of a matter requiring attention in order to access systems and address the matter remotely;
 - respond to an agreed contact communication (e.g. telephone call, text, email, system alert) within one hour;
 - be able to provide Level 1 IT Phone and Email support (triage) and communicate with other on-call colleagues if necessary
 - required to identify if the call received is indeed related to an emergency;
 - be able to attend to the GSC site within the hour, if the matter cannot be dealt with remotely;
 - operate within WHO Regulations, Rules, Policies and procedures at all times when on-call or called to work;
 - keep other on-call staff members and the on-call Manager/Unit Head/Coordinator informed and updated of progress in dealing with an issue and escalate key decision points to the on-call Manager/Unit Head/Coordinator as appropriate and;
 - keep the Unit Head/Coordinator informed of any changes to their contact details, any unplanned or emergency leave or any other circumstances preventing them from carrying out on-call duties;
 - not take leave when on call.
- 4.2 Subject to the above, it is not necessary for staff members to remain at a fixed location during on call hours.

5 Payment arrangements

- 5.1 On call arrangements will attract payment of MYR 20 per hour being on call for all national staff (General Services Staff and National Professional Officers), including contract staff.
- 5.2 On a monthly basis, the Unit Manager and Unit Head/Coordinator will approve on-call time sheets, which include the hours effectively performed by staff member as part of on-call and possible

overtime performed during the prior month. To complement this, a summary form is filled out by the Unit Manager/Head or Coordinator using input from all the individual forms and is submitted to CHR.

- 5.3 Travel time for staff members that requires them to return to the GSC premises as part of their responsibilities under on call arrangements will be considered as part of the claimed overtime. A maximum of one hour of travel time can be claimed each way.
- 5.4 The signed on-call time sheets will be provided to CSO for approval (deadline 5th of each month, except for December: 1 December) and consequently routed to GSC Global Payroll team for inclusion in the payroll (deadline 8th of each month, except for December: 3 December), with copy to the Unit Head/Coordinator. For contract staff, the signed on-call time sheets will be forwarded by CSO to the staffing agency. Email or electronic approval is accepted. It is intended that overtime pay will be included in the payroll cycle for the month following the on-call services performed. Staff, Unit Managers/Unit Heads/Coordinators and CSO will aim to complete the time sheet administration with this goal in mind.
- 5.5 When the on-call arrangements are funded through another WHO programme or office (e.g. WHE) the respective Unit Manager/Head or Coordinator is responsible to make necessary arrangements to recover such funds, following one of the following methodologies:
 1. Units back charge to WHE per payroll data (for WHO staff members) and per invoices (for contract staff) either on monthly, quarterly, yearly frequency of their choice.
 2. Units can request WHE to top up their respective salary workplans at the beginning of the biennium and reconcile on periodic basis using payroll data, to report back to WHE on the expenses incurred for on-call services. For contract staff, activity workplan could be topped up accordingly.