

COMPENSATION SCHEME FOR IT STAFF AT HEADQUARTERS

(fixed-term and temporary Professional and General Service staff members)

Effective 1 December 2003

FOR GENERAL SERVICE STAFF

1. 4 hours compensatory time-off (CTO) granted for each 24 hours on-call duty. A full week on-call duty (118 hours¹) translates into 20 hours CTO as follows: $(4 \times 118) : 24 = 19.66$ rounded up to 20.
2. As a rule, supervisors should ensure that on-call duty does not exceed 40 hours compensatory time off per month per staff member. However, if there are hours of compensatory time off in excess of 40, these should be paid as overtime.
3. If staff need to come on-site, time spent at WHO will be paid as overtime according to WHO Staff Rules and HR provisions.
4. Staff who are on-call duty and do IT user support work from a connected computer from home will be paid overtime for the real time spent connected in excess of thirty minutes per day, upon production of a time sheet outlining the tasks undertaken and real time spent.
5. No overtime will be paid for answering phone calls, quick problem solving, providing information and referring calls to a second-level (professional) support.

FOR PROFESSIONAL STAFF

1. 4 hours compensatory time-off (CTO) for each 24 hours on-call duty.
2. If staff need to come on-site or do IT user support work from a connected computer from home while they are on-call duty, the real time spent on-site or connected from home in excess of thirty minutes per day, upon production of a time sheet outlining the tasks undertaken and real time spent, will be compensated as compensatory time off.
3. These provisions are exceptional measures, in recognition of the atypical working patterns prevailing in this work area. They are without prejudice to existing rules and practice on compensatory time off for professional staff.

¹ Monday to Friday from 18:00 to 08:00 (14 hours X 5) and during the week-end from Saturday 08:00 to Monday 08:00, as well as on official holiday (48 hours)