





8. Personnel who are working remotely outside of their duty station under alternate working arrangements need to:

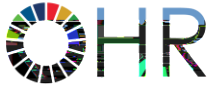
a) update their security clearance profiles whether they arrived at the location on a personal or official travel. This will ensure that staff remain informed of security updates and supported by local security arrangements;

b) be aware of the fact that enrolment in medical insurance plans are made based on their official duty station. Visits and hospitalization in a different location, particularly outside the country of the duty station might result in out-of-pocket medical expenses;

c) understand that the payment of danger pay, where applicable, is not payable for the period that the personnel work remotely from outside their official duty station in accordance with the conditions described in [Annex II of the 2011 ICSC Annual Report A/66/30](#) ;

d) be aware that the accrual of qualifying service toward rest and recuperation remains governed by the conditions established in section 3 of ST/AI/2018/10 on rest and recuperation;

e) know that at this time, in the context of COVID-19, other entitlements will



11. Alternate working arrangements should remain in effect until daily occupancy limits are lifted. The official with delegated authority may however decide to fully or partially suspend AWA outside the duty station based on local conditions at the duty station <sup>2</sup>.
  
12. When a decision is made to discontinue alternate working arrangements outside the duty station as of a specific date, personnel working outside of the duty station under alternate working arrangements should be communicated in writing the expected return date and be provided a reasonable advance notice (at least 21 days) before they are expected to return in order to be able to make necessary arrangements to physically report to the workplace taking into consideration travel restrictions and quarantine requirements, as applicable. This requirement does not apply to duty stations where scenario 1 b) of the Human Resources Working Committee on Field Duty Stations guidance note for R and R duty stations with COVID -19 travel restrictions dated 1 June 2020 is implemented since rotation is carried out on a pre-established scheduled.

### Flexible working arrangements

13. Flexible working arrangements, such as telecommuting from within or outside the duty station, are voluntary arrangements agreed between personnel and their managers and require a written form. Flexible working arrangements for staff members are governed by [ST/SGB/2019/3](#) and [ST/C/2019/15](#).
  
14. In the context of COVID -19, in duty stations where offices remain physically open or are reopening and generalized AWA are lifted

Organization, personnel may be authorized to utilize their home leave, family visit or reverse education grant travel entitlement to travel away from their duty station.

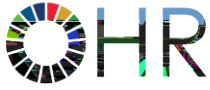
16. Staff members utilizing their home leave or family visit entitlement to travel away from the duty station shall be required to use a minimum of five days of annual leave during their stay in the place of home leave or family visit travel. Full flexibility as to how and when the annual leave days are taken will be exercised, taking into consideration personnel needs and exigencies of service. Therefore, the five days of annual leave can be taken at any time during the stay in the place of home leave/family visit and do not have to be taken consecutively and can be taken in either half-day or full day increments.

17. In the context of COVID-19, staff members might have been allowed or encouraged to work from outside their duty station, for instance if they were not able to return to their duty stations due to travel restrictions imposed while they were on leave or on official business. In such instances, they may not have been requested to sign an agreement, because it was de-facto AWA. As duty stations are implementing phased return to the workplace and travel restrictions are progressively lifted in some parts of the world, UN premises at some duty station are fully reopened (i.e. access is not limited to an authorized maximum number of personnel) and travel to their duty station is possible: in such situations, Alternative Working Arrangements are no longer in place.

18. In those duty stations, staff members who would like to telecommute from outside the duty station due to compelling personal circumstances may send a request to their manager to avail of flexible working arrangements outside of the duty station for an appropriate duration normally not exceeding six months (with a possible exceptional extension for three additional months) in accordance with the provisions of [ST/SGB/2019/3](#). FWA requires the establishment of a formal agreement between the staff and the manager; and foresees the adjustment of some entitlements and accrual of qualifying service which will be impacted as detailed in section 5 of [ST/C/2019/15](#).

## Performance of duties

19. Personnel are expected to demonstrate maximum professionalism, solidarity with their colleagues and continue to perform their assigned tasks to ensure they



- 20. Managers are reminded to continue exercising maximum flexibility, understanding and care and to adapt their demands to the impact the pandemic is having on personnel and their families.
- 21. Failure to report to the duty station/premises on the specified date/time may result in absence being treated as unauthorized.

### Recording

- 22. Remote working under flexible working arrangements and alternate working arrangements approved in connection with COVID-19 pandemic should be recorded in Umoja by selecting the appropriate option from the drop-down menu for leave request.
- 23. No additional attendance records should be required.
- 24. Following the suspension of alternate working arrangements outside the duty station on a specific date or upon reaching six-month of AWA outside the duty station, staff members who continue to work remotely under AWA at the duty station, should record their remote working days in Umoja by selecting the appropriate option from the drop-down menu for leave request.
- 25. When the phased return to the office is completed and there are no longer any limitations regarding the number of personnel present on UN premises, telecommuting days requested by staff members should be recorded into Umoja by selecting the appropriate option from the drop-down menu for leave request. Information contained in the signed agreement between the staff member and the manager.
- 26. Following the suspension of alternate working arrangements outside the duty station on a specific date or upon reaching six-month of AWA outside the duty station, staff members who find themselves in compelling personal circumstances and have exceptionally been approved to telecommute outside of the duty station in accordance with the provisions of ST/SGB/2019/3 and ST/C/2019/15 on the flexible working arrangements, should record their days into Umoja by selecting the appropriate option from the drop-down menu for leave request. Information contained in the signed agreement between the staff member and the manager.

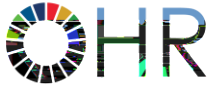
## ANNEX 2 Summary table

### Alternate working arrangements (AWA) and Flexible working arrangements (FWA) in the context of COVID -19 pandemic

Criteria	Flexible Working Arrangements (FWA)	Alternate Working Arrangements (AWA)
Access to UN premises	Offices are physically open . There are no limitations regarding the number of	

Criteria	Flexible Working Arrangements (FWA)	Alternate Working Arrangements (AWA)
	<p>Telecommuting working days approved in the context of COVID -19 shall be recorded in Umoja at the end of every week , under the 'Telecommuting COVID -19'.</p> <p>The recording can be made on a daily basis or in block on a weekly basis for the days worked .</p>	<p>of every week , under the 'Telecommuting COVID -19' option.</p> <p>The recording can be made on a daily basis or in block on a weekly basis for the days worked .</p>
Place of telecommuting/remote working	<p>The location is formally agreed upon in the written form between personnel and manager.</p> <p>Normally at the duty station.</p> <p>Under compelling circumstances, personnel can be allowed to telecommute away from the duty station for a limited period of time .</p>	<p>Unless they have been required to work remotely from a specific alternate location, personnel who wish to leave their duty station may be authorized to discharge their functions from any place of their choice, within or outside the country of their duty station as long as compatible with operational needs and exigencies of service .</p>
Duration	<p>A manager may authorize a staff member to work away from the office (telecommute) within the duty station up to a maximum of three days during the work week.</p> <p>In the context of COVID -19, personnel may be allowed or encouraged to telecommute on a full -time basis (i.e. 5 days a week) . Personnel may be authorized to telecommute from outside the duty station for up to six months, with an exceptional extension of three months.</p>	<p>Within the official duty station, personnel are required to continue working remotely until a decision is made to let personnel return to the physical office location.</p> <p>Authorization to work remotely from outside of the official duty station under AWA should normally not exceed six consecutive months.</p>
Application	<p>Telecommuting option may not be possible for some jobs and/or at certain periods of time .</p>	<p>The requirements to work remotely apply to all UN personnel, staff or non -staff. Only personnel whose presence in UN premises is authorized can physically report to the premises .</p>





Criteria	Flexible Working Arrangements (FWA)	Alternate Working Arrangements (AWA)
Working hours	<p>The total number of hours that telecommuting personnel are expected to work shall not change. Personnel shall be reachable by telephone or email during the core working hours set for their duty station, when working away from the office (telecommuting) at their official duty station.</p> <p>When telecommuting from outside of the official duty station, the working hours are established in the written agreement.</p>	<p>Core working hours may be temporarily lifted.</p> <p>Managers should exercise maximum flexibility and adapt their demands to the extent possible. Personnel should inform their managers and team members of their availability.</p> <p>No additional attendance records should be required but normal procedures to notify managers of absences still apply.</p>
Equipment	<p>Personnel telecommuting must obtain at their own expense, the necessary office equipment to discharge their official functions.</p>	<p>Heads of entities shall, to the extent possible, provide personnel with the necessary office equipment to discharge</p>

Criteria	Flexible Working Arrangements (FWA)	Alternate Working Arrangements (AWA)
outside the duty station	ST/IC/2019/15 on Flexible working arrangements.	<p>Accrual of quali7(af 10h7n12(4p2)9(pan1.0vi)4</p> <p>All othpan7( )-5(enti)6(tl)6(ement)13(s)-2( )5(w) paid in relation the official duty station , includinn12(4pfo)12(r)-2( )5(ex)10(c)-4(ep)-4(ti) AWA i rized continue beyond ix months .</p>
Medical insuan1.0ance	<p>Enrolment in medical insuan.0ance plans are ade based on the official duty V W D W L R Q V R G R F W R U · V Y L hospitalizationin a diffpan1.0ent location, particularly outside e ountry of the duty station ay result in out of pocket medical exppnses.</p>	<p>Enrolment in medical insuan.0ance plans re maden7( )-5(ba)6(s)-2(e)9(d )-4(of)12( )-5(th)3( G R F W R U · V Y L V L W V D Q G K R V different location, particularly outside e country of the stationm ay result in out of pocket medical expenses.</p>

Appendix D Claims fo r compensation n the event of death, njuan13(y)14( )-5(or)10( )1.0illness attri performance of official es pan5( ) TJ ET Q c reviewed on a case -by-