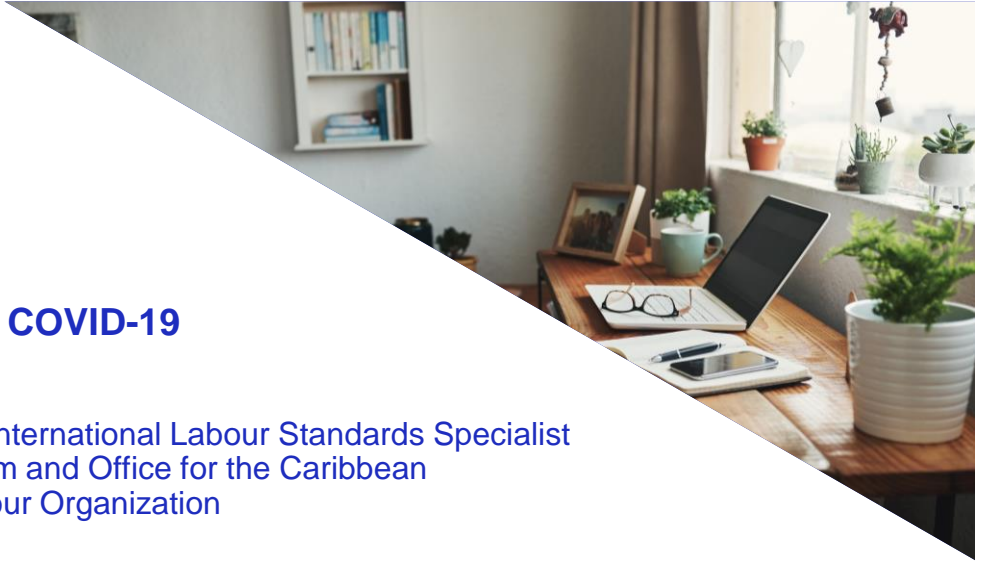




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▶ Telework after COVID-19

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▶ Telework: What is it?

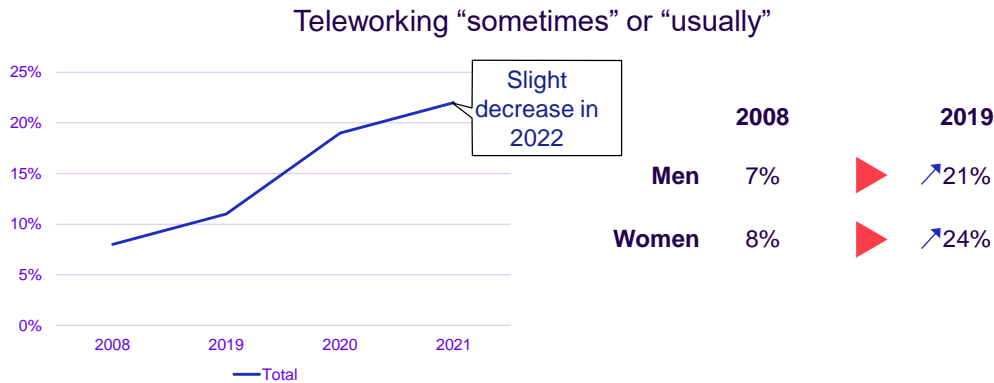
Telework = work performed away from other employees and offices, using various ICT for virtual presence.

Home office, mobile office (including time on the move), virtual/satellite office, etc.

Telework is about modality of work

A worker may telework full-time, part-time (“hybrid work”) or occasionally

► **Number of teleworkers: Statistics for EU27**



Source: Eurofound. *The rise in telework: Impact on working conditions and regulations. 2022.*

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► **Benefits, challenges, Impacts**

	Employers	Workers	Impact
Benefits	<ul style="list-style-type: none"> ▪ Reduced overheads ▪ Lower turnover 	<ul style="list-style-type: none"> ▪ Reduced commuting time/costs ▪ Higher autonomy ▪ Improved work-life balance 	<ul style="list-style-type: none"> ▪ Laws, contracts, CAs <ul style="list-style-type: none"> ▪ Definitions of working time ▪ Sound workplace ▪ Labour administration <ul style="list-style-type: none"> ▪ Difficulty in inspection ▪ EOs and WO <ul style="list-style-type: none"> ▪ Difficulty in organizing workers ▪ Wellbeing of workers
Challenges	<ul style="list-style-type: none"> ▪ Increased IT demands ▪ Security issues ▪ Not for all tasks ▪ Some loss of control 	<ul style="list-style-type: none"> ▪ Blurring work–life boundaries ▪ Working on holiday ▪ Social and professional isolation 	

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► Responses – U.S. Telework Enhancement Act

Main	Examples (see www.telework.gov)
Policy	<ul style="list-style-type: none"> Office of Personnel Management telework guidance Most pay conditions are the same as regular workers, but night pay will not apply, etc.
Written agreement	<ul style="list-style-type: none"> Department of Defence Hours of work, reporting to office, overtime, handling classified documents, supervision, applicable rules, alternative worksite info, etc.
Training programmes	<ul style="list-style-type: none"> Training for managers and employees Potential benefits, teleworker skills, necessary tools, etc. FAQs Who is eligible? How do I know an employee is really working at home?
Part of a continuity of operations plan	<ul style="list-style-type: none"> USAID Continuity of Operations Plan Telework Managing Officer assists the Continuity Coordinator and Manger to develop an unscheduled telework strategy.

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► Responses – Collective agreements

European Framework Agreement (July 2002)

- Teleworking is voluntary
- Same rights to employment conditions and collective rights
- The employer's duty in data protection, equipment, OSH
- Teleworkers manage own working time within applicable rules
- Same performance standards as comparable office workers
- Equal access to training and career development
- Review and update was agreed in June 2022.

hybrid work, right to disconnect, management of online workers, esp. working time, health and safety, work-life balance, surveillance, privacy, data protection

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▶ Labour law issues concerning telework (1)

1. Informing workers

2. Hours of work

3. Safety and health

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▶ Labour law issues concerning telework (2)

Informing workers rules on teleworking (e.g. place of work)

▶ Contracts

▶ Company rules

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▶ Labour law issues concerning telework (3)

Hours of work

- ▶ Monitoring and control - For employers, but also for workers
- ▶ Various type of time to handle: Break, non-working time, time on the move, intermittent or “Just this email” overtime
 - ILO definition of working time “the time during which the persons employed are at the disposal of the employer” (Convention No. 30).
- ▶ Break / rest, overtime
 - Normal rules apply (night work, work on rest day, overtime) in principle
 - Break or rest: exception in uniformity
 - Overtime: Implication of beginning and ending time

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▶ Labour law issues concerning telework (3)

- ▶ Non-working time during telework
 - Related to the advantages of telework
 - Related to employers' concern
- ▶ How to handle non-working time: Possible means
 - Treat it as break
 - Reporting the start and end
 - Adjustment of beginning and ending hour
 - Rules must be provided in the company rules or in the collective agreements
 - Use of flex time (adjustable beginning or ending hour of a working day)
 - Averaging
 - Rules must be provided in the company rules or in the collective agreements

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▶ Labour law issues concerning telework (4)

- ▶ Time on the move
 - Can be working time if work is performed and if considered that the worker is at the disposal of the employer (e.g. can be contacted any time by the employer)
- ▶ How to prevent long working hours
 - Limiting emails or chat outside the standard business hours or at night
 - Limiting access to the company systems or right to disconnect
 - Limiting or prohibiting overtime, working on holidays, or night work
 - Monitoring working time and caring workers

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▶ Labour law issues concerning telework (5)

Safety and Health

- ▶ Better physical health
- ▶ Issues related to teleworking
 - Health-related issues (e.g. headaches, eyestrain, muscular pain)
 - Psychosocial (e.g. pressure, stress, anxiety, burnout)
- ▶ Risk assessment
- ▶ Normal rules on work accidents would apply.
- ▶ Employers may advise their workers on home working environment (e.g. space, light, furniture, temperature, devices)

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▶ Labour law issues concerning telework (6)

Costs arising from telework

▶ Costs

- Telecommunication, equipment (PC, laptop or tablet), electricity, fees for satellite offices, commuting expenses for full-time workers, etc.
- Rules necessary – Who pays what, how much, how can a worker claim.

▶ In principle, the employer shall provide equipment and facility necessary for work

▶ “Does the employer need to provide laptops?”

- PCs may be lent – monitoring, maintenance, control of use easier
- BYOD – security measures, work-related applications necessary

▶ Telework allowance

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