



United Nations
Educational, Scientific and
Cultural Organization

Guidelines for telework during the Covid-19 crisis

13 March 2020



What is telework ?

Telework refers to a situation in which work is performed outside of the office premises, in an alternate location, for a scheduled period and is supported by communication and information technologies.



Who decides who should telework?

Telework is the norm at HQs until further notice. It is the responsibility of ADGs and Directors, in consultation with the supervisor, to decide who should telework, and who needs to be physically present in the office. For the latter, supervisors should show flexibility to take into account personal constraints (e.g. individual health situation, childcare, etc.).



Does telework apply to Service Contracts, interns and sponsored trainees ?

Yes, given the exceptional circumstances, telework is applicable to all the above.



What about consultants ?

Consultants have clear deliverables, and should be working remotely.



What are the expected working hours during telework ?

Staff are expected to work normal working hours (at HQs, 37,5 hours per week). However, the daily schedule should be discussed with the supervisor, taking into account, each team member's situation and work priorities. We recommend core periods between 10 am and 4 pm, with time for lunch. Remaining hours can be scheduled before or after the core period.



What is the duration of telework ?

Telework will be in place at HQs until further notice. For recording purposes, staff should register their absence in TULIP until 3rd April 2020, initially. Updates will be communicated regularly, in light of the evolving situation.



Where can I telework ?

Telework can take place from your home, or an alternate location in the duty station. In exceptional cases, telework may be performed from a country other than the duty station, with the approval of your supervisor and HRM.



How to organize telework?

Supervisors should:

- ✓ Prioritize work which can be performed remotely;
- ✓ Discuss with each team member so that everyone is clear on assignments and timelines;
- ✓ Agree on regular check-ins (virtual meetings/updates) by skype with the team members;
- ✓ Ensure all team members are contactable by mail and telephone;
- ✓ Ensure that staff have the equipment and know-how to connect to their work remotely;
- ✓ Inform staff when they are available to discuss any pressing issues;
- ✓ Inform the whole team of the Section/Unit telework arrangements.

Teleworkers should:

- ✓ Discuss with their supervisors their expected assignments and timelines;
- ✓ Be responsible and accountable for the timely completion of tasks/assignments, and for submitting the agreed work products/completed assignments on time;
- ✓ Organize a workspace, to the extent possible, which supports telework;
- ✓ Be aware of the telework arrangements in your team;
- ✓ Be aware of how to connect to work remotely;
- ✓ Inform your supervisor of your location, working hours and how/ when you are contactable;
- ✓ Respect to the extent possible the normal daily working hours at the duty station or those agreed with the supervisor;
- ✓ Record telework in TULIP under "Absence from office for sanitary reasons", indicating in the comment box 'telework'. No formal Telework Agreement is needed.



Are teleworkers insured?

All staff (including non-staff personnel) teleworking are covered for work-related accidents. For further information on coverage, please contact the HRM team at SPImbf@unesco.org.



What about annual leave or sick leave during telework ?

These leave types apply in exactly the same way to teleworkers, and should be entered in TULIP for approval.

Please also recall that Teleworkers remain subject to the UNESCO Staff Regulations and Staff Rules, and Standards of Conduct in exactly the same way as if they were working on the office premises.



How to connect remotely ?

You can find further explanations on accessing remotely under '[Remote access](#)' under "Useful Links" on UNESCO's intranet page.

The KMI Service Desk will also be available to support IT technical queries: servicedesk@unesco.org