Working Arrangements & Use of Communication Tools in OHR/SAS

Relevant Policies

Flexible Working Arrangements
Overtime Compensation
Standard on the Acceptable Usage of UNDP ICT Resources
Asset Management

Working arrangements

The UNDP policy for Flexible Working Arrangements is located on the UNDP Intranet.

The purpose of the policy is to provide within UNDP the option of flexible working arrangements and alternative ways to best achieve overall programme objectives and optimal performance, while balancing the needs of staff with the demands of work.

The application of flexible working arrangements in OHR/SAS has been very successful over the past years and proven to support not only staff needs but also business continuity during unforeseen events.

This document outlines the practicalities of the implementation in OHR/SAS and should be read in conjunction with the UNDP Policy for Flexible Working Arrangements. Overall the guiding principles as well as specific options mentioned in the UNDP policy for Flexible Working Arrangements also apply for OHR/SAS.

Flexi-time

Flexi-time is defined as flexible working hours at the beginning and/or the end of the day, with core hours established by respective offices during which all staff must be present at work.

Core time refers to the hours of the day when staff members must be at work, for example the core hours established for UNDP Headquarters, New York are 10:00am to 4:00pm.

In Copenhagen, the core hours are 9:30am to 3:30pm.
Part-time Employment

Part-time employment allows existing staff to adjust their work schedule for a limited period of time\(^1\), to less than 100 percent full-time work. Work may be reduced to either 50 percent or 80 percent of the established work time, in any agreed manner between staff member, supervisor and Unit Manager. The part-time employment has an impact on benefits, entitlements and annual leave as outlined in the Flexible Working Arrangements policy. Part-time arrangements in SAS need to be approved by the SAS Chief.

Telecommuting

Telecommuting allows staff to perform their regular work schedule in an alternate location away from the office.

A telecommuting compact should be set up between the staff member and the supervisor/unit management prior to utilizing the telecommuting option (signed copy to be saved in staff member's personnel file). As for the actual agreement that establishes the schedule for work away from the office, an email correspondence between staff member and supervisor/team lead with a copy to the respective leave monitor will be sufficient. This schedule should provide for clearly established times when the staff member will be in the telecommuting mode.

While a telecommuting arrangement can be agreed upon for a fixed schedule, staff members are also permitted to work occasionally from home to support a particular assignment or for a very short unforeseen personal need. Such arrangements depend upon close communication between staff member and supervisor to ensure that the occasional work from home meets the staff member's commitments to the organization.

SAS staff members are eligible for telecommuting 3 months after their entry on duty (EOD) and at the discretion of the supervisor.

Telecommuting may be approved for up to two days per work week provided that the nature of the work easily supports execution away from office and does not create additional workload to colleagues. Normally, one day per week may be authorized – preferably as a standard telecommuting day for the staff member provided that no difficulties with exigencies of service are experienced, especially in the event that the work cannot be done from home. A second day per week should only be exercised in exceptional cases and upon discretion of supervisor in consultation with the Unit Manager.

When telecommuting under approved telecommuting days, it is expected that the staff member will work a full regular day equivalent to being in the office and will be available on call at least during the core working hours. Occasional flexi-time may be applied during telecommuting arrangements subject to prior agreement with the supervisor. Staff members working under a telecommuting arrangement are expected

\(^1\) According to UNDP Policy for Flexible Working Arrangements, Requests to work temporarily on a part-time basis may be approved initially for a minimum of six months, and not more than 12 months. Subsequent extensions of part-time arrangements will be reviewed and approved by SAS Chief in consultation with the respective Unit Manager.
to physically attend important team or unit meetings. Such meetings should be scheduled and communicated with as much advance notice as possible.

Any deviation from the telecommuting arrangements normally agreed upon between the staff member and the supervisor should be requested in advance.

Telecommuting arrangements can be reviewed from time to time, or when an emergency situation occurs at work.

Exceptional telecommuting arrangements or deviation from the standard practices outlined above will be reviewed on a case-by-case basis and must be brought to the attention of the SAS Unit Manager (BES, GPS and JPOSC) by the supervisor, prior to approval by the Chief of SAS.

Exceptional telecommuting arrangements should be agreed upon for a defined period of time, only. Requests for extension must be brought to the attention of the SAS Unit Manager (BES, GPS and JPOSC) by the supervisor, prior to approval by the Chief of SAS.

**Overtime (OT)**

Overtime should be used only for periods of heavy workload (e.g., Education Grant, high volume of Recruitment or Reassignment requests, peak Holiday period, resource constraints or other urgent ad hoc requests from the supervisor). Overtime should not be used for general work such as checking email, making routine phone calls or attending training courses.

- Staff members requesting to work overtime must specify what task(s) they will be performing (e.g. Initial Appointment packages, SuperOffice modifications, etc). The request should be specific but need not be overly detailed. If a manager requests a staff member to work overtime he/she should also specify the requirements.

- Heads of Teams (Specialists, Analysts)/ Unit Managers should be notified of and approve overtime request in advance; monthly reports/approvals should be kept on file for budget monitoring and audit purposes. Original signed overtime form should be given to HR focal point for SAS.

- Overtime may be accrued up to a maximum of 40 hours in any given month. In highly exceptional cases, if OT will exceed 40 hours per month, prior approval from Chief of SAS should be sought.

In accordance with the Staff Rules, overtime (minimum ½ hour) which has occurred in excess of the scheduled work day (for example: Mon-Fri, 8:30am – 5pm) shall be recorded at the rate of 1.5 times the

---

2 An overtime form should be for one month only and should include both request for cash payment and CTO, if applicable.
hourly rate of salary, or CTO can be claimed at the same rate of OT (1.5)\(^3\). Overtime of less than \(\frac{1}{2}\) hour shall be disregarded.

If the OT is to be worked during the weekend, the rates are as follows in accordance with the POPP on Overtime Compensation:

\begin{itemize}
  \item[i)] \textit{Saturday}, at one and a half times normal rate;
  \item[ii)] \textit{Sunday}, at twice the normal rate; and
  \item[iii)] \textit{Official UN Holiday}, at twice the normal rate.
\end{itemize}

The overtime worked can also be used as CTO at the same applicable rate of OT (1.5 and 2.0).

Overtime on Saturdays, Sundays and UN Official Holidays should be used only in rare circumstances and overtime on Sundays and UN Official Holidays require specific endorsement by Unit Manager prior to the overtime being worked\(^4\).

Part-time staff who are required to work in excess of their regular schedule shall be remunerated at the straight time rate for additional hours worked up to the normal scheduled workday of full-time staff. Thereafter, and for work required on the sixth or seventh day of the scheduled work week or on an official holiday, they shall be compensated according to the general conditions governing compensation for overtime work.

Overtime is \textit{normally} not granted for routine tasks.

Overtime budgets should be monitored carefully and used prudently so that funds remain for use during Education Grant season and other peak seasonal periods.

**Overtime while Telecommuting**

Overtime should not be worked while telecommuting. However, should there be an occasion where the staff member is requested by the Unit Manager to work on an urgent, time-bound and clearly-identifiable project (or for another valid reason), then overtime may be exceptionally allowed.

All overtime must be requested and approved in advance (in writing).

---

\(^3\) Example: On a working day staff member worked in the office from 08.00 to 18.00, which makes 10 hours. 8 hours are scheduled work hours + \(\frac{1}{2}\) hour is a lunch break. 10 - 8\(\frac{1}{2}\) = 1\(\frac{1}{2}\) of overtime.

\(^4\) As such, if a staff member has received pre-approval of 10 hours of overtime for a given period, these should preferably be placed during regular workdays or alternatively Saturday if not possible during regular work days. Overtime will not be reimbursed at double rate if a staff member chooses to put in the hours on a Sunday or UN Official Holiday without a specific endorsement by Unit Manager following consultation with Supervisor/Team Lead.
Compensatory Time Off (CTO)

Four hours of OT at 1.5 = 6 hours of Compensatory Time Off without usage or deduction of annual leave or sick leave (certified and uncertified). Accrual of 8 hours of Compensatory Time may give an entire day off from work.

- CTO usage must be approved in advance due to exigencies of service - remember that someone else might have to take over your work if necessary.
- CTO may be accrued up to a maximum of 40 hours (5 days) per month which may also be taken consecutively. CTO should be utilized within 4 months of accrual or be forfeited, unless in agreement with Supervisor for reason of workload.
- For overtime claimed as CTO, a copy of the duly completed overtime form should be given to the Attendance Focal Point.

Use of Communication Tools

Home Internet Subscription

SAS staff is given the opportunity to have an internet connection installed. The internet subscription is paid by the office through a group agreement with the internet provider.

In case the staff member already has an internet subscription, this subscription can be reimbursed up to an established maximum amount, though not exceeding the actual cost. The maximum amount is determined by SAS Management. The internet subscription must be in the name of the staff member. The reimbursement is managed by the Operations Associate/Assistant in each unit. Staff members must submit an F10 claim including the relevant invoice and will be reimbursed at the end date of the invoice.

a. Home Internet Subscription while on Leave or Special Leave

Internet subscription will be provided for a period of up to and including 30 days for staff on Maternity Leave and SLWOP.

For secondments to another UN Agency, reassignment and end of service, internet subscription will be discontinued on the last day of active service with SAS/UNDP.

b. Access to desktop via internet

The desktop may be accessed from home from your work laptop by using VPN client ‘Checkpoint Endpoint Security’ (the VPN client is installed on your laptop). To use VPN view the Guideline for Working from Home using VPN.

---

5 Authorized absences will normally be charged to any accumulated compensatory leave before being debited from the staff member’s annual leave (AL) balance.
c. Use of a Home Computer when Working from Home
If you are using a home computer when working from home, you should ensure that there is anti-virus installed on your home computer. UNDP has a global arrangement and the anti-virus software can be downloaded for free from the UNDP ICT Intranet. Please note that access to desktop by using VPN is only possible when using your work laptop.

d. Use of Old Office Computers
Obsolete computers may be offered to staff members at a low cost for private use. The computers will be reinstalled with only Windows software before they are offered to staff members. Please view the link to the policy.

Email
Webmail
Webmail can be accessed at http://webmail.undp.org or http://mail.undp.org. Your login credentials will be your email address - firstname.lastname@undp.org and your password.

Signature
Official signature template should be used for signatures in Outlook.

<Name>
<Title/Office/Unit>
United Nations Development Programme <Required>
<Address Line 1>
<Address Line 2>
<Email>
<Phone, Cell (Optional), Fax (optional)>
<Skype Name (optional)>

www.undp.org Follow us: Facebook, LinkedIn

Please consider the environment before printing this email.
Telephone Usage
a. Office Mobile Phones:
Mobile phones are issued to staff for official use only, unless there is a good reason for occasional emergency personal calls. Mobile phones are offered to staff members that need to be contacted at any time by UNDP. In addition mobile phones can be offered at the discretion of Head of Office (Chief of SAS).

The detailed list of calls made comes attached to quarterly invoices, and this must be signed off by the user, clearly marking on the invoice any personal calls made.

The limit for personal calls which does not require reimbursement is set at 50 Danish Kroner per month.

If the total of personal usage made per quarter exceeds the 150 Danish Kroner limit, the staff member must reimburse the entire amount (150 Danish Kroner + the excess).

Office Mobile Phones must not be used for activities such as paying for train/bus tickets, postage charges or voting in competitions etc.

b. Calls made from home or personal mobile phones:
Calls from home phone or personal mobile phones for business purpose should be avoided.

In case where it cannot be avoided submissions for reimbursements should go to the unit’s Operations Associate/Assistant.

Windows Lync, Skype and free call number should be used when working from home.

c. Using Window Lync
Microsoft Lync is becoming the global communications platform for UNDP. Lync 2010 communications software creates a virtual connection between colleagues in SAS and also other people we work with in UNDP. Sign-in address/ username is firstname.lastname@undp.org and the password is the same as for Outlook. Please visit the UN House Service Desk at http://servicedesk.un.dk/home for further information.

d. Using Skype from home
Skype is a good alternative to making calls from home. A business Skype name can be setup for business communication (format: first name.last name or first name.last name.undp). The Skype-to-Skype is encouraged. The account can automatically be managed to allow for allocation of credits for SkypeOut and calls can be made to regular telephones at a low cost. A headset can be provided.

Standard on the Acceptable Usage of UNDP ICT Resources
The Standard on the Acceptable Usage of UNDP ICT Resources outlines the responsibilities to safeguard UNDP’s data, intellectual property and network. Furthermore this policy discusses specific access provisions and responsibilities of users.
Some of the areas outlined in this policy have an impact on access to IT systems as well as working arrangements; this include:

**User Accounts**

User accounts are setup specifically for the purpose of performing UNDP’s business. For UNDP Staff members, the following shall apply:

- When a Staff member is suspended, on Approved Special Leave with or without Pay (SLWP/SLWOP), the account will remain active.
- When a Staff member is retiring from UNDP, their access credentials (including undp.org email account) will be suspended as of the date of retirement and deleted 60 days thereafter.
- When a Staff member is on interagency movement (e.g. secondment, loan exchange) to another UN Agency, his/her access credentials (including email account) will remain active for the duration of the Staff member’s appointment with UNDP.
- When a Staff member is separating from the UNDP, his/her access credentials to UNDP ICT Systems and resources (including email account) will be suspended as of the date of separation (i.e. the user cannot access or use the account to send emails) and deleted 60 days thereafter. If needed, the account may have automatic forwarding enabled to another email account provided that the user cannot access their old undp.org account. The forwarding shall be discontinued when the account is deleted after the 30 days.
- On an exceptional basis, a suspended account may be re-activated. The request should be made in writing to the CISO from the management of the office (SAS Chief or Unit Manager) or by OHR/BoM specifying the reason for needing to re-activate the account and a specific time period for which the account will remain active. The request should **not** come directly from the person requesting the extension. The CISO will make the final decision on the re-activation of suspended accounts. The CISO may be contacted by emailing oist.security@undp.org.