



Telework framework Q&A

Introduction

English

Many interesting questions were raised in both the English and French HR Public sessions on 26 and 27 April 2021. We have compiled them below (as they were asked), with their answers. (Note: similar questions have been grouped). With regards to the telework framework, we remind readers that while the main principles are agreed, many details have yet to be clarified in coming months so the answers are based to the best of our knowledge on the current state of proposals which are still subject to change.

Français

De nombreuses questions intéressantes ont été soulevées lors des sessions publiques HR en anglais et en français, les 26 et 27 avril. Nous les avons compilées (telles qu'elles furent posées) ci-après avec leurs réponses (NB : nous avons regroupé les questions similaires). Dans la mesure du possible, les questions en français ont une réponse en français. Concernant le cadre du télétravail, nous rappelons aux lecteurs que bien que les fondements principaux soient convenus, il reste de nombreux détails à clarifier dans les mois à venir.



- Thanks to increased usage of teleworking, could CERN also find a solution to the shortage of on-site offices, and free up resources to improve some of its premises that are in dire need of renovation work?

Within the budget limits, CERN is continuously trying to improve its facilities. The use of telework could help relieve the pressure on office spaces and other infrastructures at CERN, such as restaurants and parking places and lead to the possibility of upgrading or improving our facilities.

- Will people on new contracts (i. e Fellowships) be allowed to telework several days per week (thus, keeping current residence outside local area or do they need moving and living in the local area?)
 - Is it mandatory to be in the area to perform the 40% teleworking in the future?

In replying to this question it is important to differentiate between TW during the pandemic whereby the Organization mandates a level of TW, and TW during 'normal' (non-pandemic) circumstances whereby an individual may request to TW.

The new telework proposal states that in general, members of personnel are expected to spend the majority of their work time on site (i.e. 60%) hence this implies taking up residence in the local area. Under some circumstances, and depending on the needs of service, people may be allowed to telework from outside the local areas for defined periods to be agreed with the supervisor.

With regards to the telework modalities in the current context, all details on the arrangements (default and possible exceptions to that default) can be found on the HSE COVID-19 pages: <https://hse.cern/content/teleworking-covid-19>. Situations shall be discussed with the supervisor, and may include an exception to the immediate full-time stay in the local area. In case of doubt, you can always contact your DAO, HR adviser or contact the HR COVID-19 helpline.

- Many people have been able to use limited amount of their holiday during the pandemic, and taking out holiday when you need to spend it alone in your small apartment is not always good for the mental health. Will there be a possibility to transfer more than 30 days to next leave year as a short term solution?
 - What about home leave? Will it be possible to have a carry over?

It is true that due to the restrictions on travel many people have not taken leave. We cannot stress enough the importance of taking a break and some time off – even if one is unable to travel afar. It is key for our wellbeing. There are no plans to increase the carry forward of 30 days for Staff (plus 22 days SLS). Surplus SLS days may be transferred to the LTSL account. Regarding home leave, flexibility is in place around the dates. See the absence management table section C2, <https://cds.cern.ch/record/2712801/files/AbsenceManagement-Table.pdf>

- With the new hybrid approach, will you allow to telework outside the local area if the tasks allow the person to do so?
 - Are there any thoughts of changing the policy of Teleworking outside of the local area? It can also be very helpful for mental health to sometimes can work from somewhere else.

We need to distinguish between the existing TW policy (OC7) and the current TW arrangements during the pandemic.

In normal circumstances OC7 allows MPE to telework outside the local area and the new framework (post-Covid-19) will continue to do so. The amount of TW done outside the local



area must be compatible with the needs of the service and the functions of the person teleworking, and agreed with the supervisor.

During the current TW arrangements linked to Covid-19, CERN implemented special teleworking and time & attendance provisions, available at <https://cds.cern.ch/record/2712801/files/AbsenceManagement-Table.pdf>.

These provisions require us to telework by default from the local area.

- In what time frame (e.g. every month?) will the 40-60% of on-site/ teleworking be calculated?
 - Will it be possible to accumulate teleworking across several weeks? Like one full week teleworking followed by three weeks on site?
 - How will the 60/40% be distributed? Per week or can it also be done per month?
 - Can the 40/60% be spread over a month or is on site presence of 60% needed every week? In case of the latter, why?
 - Can some spend 1 week per month outside the local area on teleworking following the new teleworking policy?

The implementation details are still under discussion. The policy is intended to increase flexibility for members of personnel while maintaining the richness of on-site work and collaboration. In this regard, most members of personnel will be required to maintain a regular presence on site. In some situations though, where the needs of service and the functions allow it, an application of the 40% over a defined, longer period may be possible. In any case, TW requests are not to be considered as an entitlement and will be treated on a case by case by the supervisor.

- For those who had to spend most of their contract time teleworking due to the pandemic, are there any plans to accommodate them or grant extensions to give them a fuller experience? There is no plan to systematically review the contract duration of MoPs having experienced CERN in a remote-working mode.
- How will meetings be organised in the future (virtual/on-site). This might be a problem when one tries to organise his/her telework.

Some meetings may require on-site presence while some may be done remotely or as hybrids, partially on site and partially remotely. This will depend on the format that better suits the needs of the Organization and of the people involved.
- When is it foreseen to put the telework measure into place? What does "after Covid" mean in this case?
 - When will the new teleworking policy start?

The timeline to approve the new policy depends on a process of internal *concertation* with Staff Association and Management. The intention is to have it ready by the time for full return to work, and at the latest the last quarter of 2021 (September or October). The implementation is also linked to the new colour-coded system for COVID-19 due to be rolled out soon and referred to by the Head of HSE in the recent [public presentation](#). We are working to ensure a smooth transition between the different stages of return to site.

- Given the fact that many of us have not been able to see our families now for around a year, will the teleworking conditions be flexible enough to allow us to visit our home stations for an extended period and work for a part of it?

In some situations and where the needs of service and the functions allow it, a flexible application of the telework policy may be possible. This means that it may potentially allow people to telework for a reasonable period of time close to their families.

This is not limited to our future policy and while it should not be considered as an entitlement it could potentially be arranged under our current policy framework.

- What is the difference between 2 days maximum per week of TW and the future 40% TW?
Currently Operational Circular 7 allows one day a week, two under exceptional circumstances, with justification. The new framework will allow 40% without requiring exceptional circumstances justification. Modalities for a more flexible use are being worked out in the ongoing concertation process.
- Quand l'Organisation contribuera-t-elle financièrement aux frais encourus pour travailler à la maison comme certaines Ols le font ?
Comme dans la politique actuelle, ou son adaptation en vigueur adoptée pour la période COVID-19, il n'est pas prévu pour l'instant que l'Organisation contribue aux dépenses occasionnées par le télétravail.
- 70 ou 80 %, comment concilier 40% en télétravail. Un prorata en télétravail n'a pas de sens si on doit venir une partie de journée ? le télétravail pour avoir un intérêt en terme de trajet doit se faire en journée complète ? Est-ce que dans ce cas, on pourrait dépasser les 40 % pour faire par exemple 2j de télétravail ?
La nouvelle politique comprendra de fortes recommandations à être sur site 60% du temps de travail afin de pouvoir maintenir les liens dans les équipes et de bénéficier des échanges informels, possibles seulement en présentiel, et si importants pour la collaboration. La granularité de notre système d'enregistrement des congés dans EDH est la ½ journée, donc bien entendu ces pourcentages de TW devront être arrondis. Le dépassement des 40% n'est a priori pas prévu.
- This is a great opportunity for all the people working at CERN, but what if the supervisor does not agree on allowing Teleworking?
The HR department and department heads will monitor the application of the policy to ensure that requests are treated fairly and that any refusals will be fairly motivated and adequately explained.
- 40% est une donnée qui peut être annualisable ?
Non. Dans certaines situations, si les besoins du service et les fonctions du MdP le permettent, une application des 40% sur une période allant au-delà de la semaine pourrait être possible. Rappelons que le télétravail n'est pas un droit ; toute demande de télétravail doit être approuvée par le superviseur qui prend en compte le contexte et les besoins du service.