



# The Guide of « Remote Working » in the Federal Government and the Procedural Guidelines in the Critical and Emergency Circumstances

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## Introduction:

Due to the emergent and exceptional circumstances, and the Federal Government's concern for the safety of all employees, it has been decided to apply remote work to certain job categories in the Federal entities according to these guidelines (and the jobs, which will be determined in the future) in order to maintain the safety of the Authority staff and reduce the spread of epidemics and diseases in the country.

Accordingly, and for the purposes of enabling all Federal authorities to properly implement the aforementioned decision, ensuring continuity of performing the work and providing all the services required under the emergency conditions, the Federal Authority for Government Human Resources has worked in cooperation with the Ministry of Cabinet Affairs and the Future to prepare these guidelines, which aim to provide the Ministries and Federal entities with mechanisms necessary to apply Remote Work under emergency conditions through the use of smart systems approved by the Federal Government or the Federal entity's own systems.

These guidelines include the procedures, tasks and steps needed to be taken by the Federal entities when implementing Remote Work under emergency conditions.

It should be noted that the Authority has taken the necessary steps that enable the Federal entities to document attendance and departure for employee categories eligible for Remote Work electronically through "Bayanati System". A 'log in' feature will be used on the same system according to the electronic mechanism circulated to all Federal entities in order to ensure that the employees perform the required tasks under Remote Work system.

## First: Concept of Remote Work

Remote Working is one of the alternative work options that ensure continuous performance of work and provision of services away from office permanently or partially or according to demand. In this case, communication between the employee and his entity takes place electronically, that is, through the use of electronic smart systems applied in the Federal Government or the Federal entity.

The employee and the entity shall abide by the directives issued by the competent authorities in this regard in cases of emergency that require performing business from outside the workplace rather than attending fully or partially. However, Remote Work does not mean granting any type of authorized leave.

## Second: Types of Remote Work

Remote Work is divided into the following types:

1. Remote Working Partially: where the employee can request of his employer, to divide work time between the original workplace and remote workplace in equal or different proportions per day/week/month.
2. Full-time Remote Working: the jobs that can be performed completely from outside the official workplace.

## Third: Objectives of Remote Work

Implementation of Remote Work aims to:

1. Provide multiple work options for employees, especially in emergencies, epidemics and precautionary measures.
2. Ensure continuity of business under emergencies, especially Emergency.
3. Providing government services under emergency conditions.

## **Fourth: The Scope of implementation**

1. These guidelines apply to all Ministries and Federal entities
2. Federal Authorities may “ in accordance with the time frame specified within the fifth item of this guide” apply “Remote Working” according to the requirements of the business interest “the nature of jobs and the quality of services provided by them to the categories indicated below from the employees they are affiliated with:
  - A. Pregnant Women (providing medical report)
  - B. Special Needs
  - C. Those with chronic diseases, respiratory problems and weak immune system (on providing medical report)
  - D. Employees aged 60 and above
  - E. Mothers of employees who take care of their children from the ninth grade or less, if their job duties do not require the necessity of their presence in the workplace (according to a document determined by the employer to prove this)
3. Service contracts managed through outsourcing are excluded from the scope of application of this guide. The Federal Authorities decide the mechanisms for the implementation of these contracts, in a manner that serves the interest of the Authority, and does not conflict with employees in emergency circumstances.

## **Fifth: The time frame for implementing Remote Work in the Federal entities under emergency conditions**

Remote Work in the Federal entities begins under emergency circumstances in accordance with the time frames determined by the competent authorities in the UAE, provided that the implementation of Remote Work does not violate responsibilities and tasks assigned to entities by law.

## Sixth: Criteria for choosing suitable jobs for Remote Work

1. Federal entities shall determine the appropriate jobs for Remote Work in accordance with the following criteria:
  - A. The jobs selected should be able to be divide partially
  - B. The jobs selected should be able to automatized
  - C. The jobs require specific inputs that relates to electronic systems
  - D. Any other criteria determined by the entity in collaboration with the Federal Authority for Government Human Resources
2. Federal entities may, under emergency circumstances, implement Remote Work to eligible categories, despite the absence of all or some of the conditions mentioned in item 1 above.

## Seventh: Implementation Mechanism

Federal entities shall set procedures and mechanisms for applying Remote Working to ensure efficiency and productivity by collaborating with Telecommunications Regulatory Authority to provide the necessary infrastructure services and applications for applying the Remote Working to ensure the security, confidentiality of information which match the cybersecurity standards that is defined by the Telecommunications Regulatory Authority.

**Federal entities must also observe the following guidelines when implementing Remote Work System:**

1. Adapt Remote Work requirements to suit the nature of work, job categories and health conditions of eligible groups, with an emphasis on the importance of abiding by duties and responsibilities assigned to those entities by law
2. The entity shall ensure that its services are readily available to customers and the public and available through websites, smart applications, etc.
3. Focusing on encouraging all customers to benefit from smart services as a basic option rather than personal visits to service centers

4. Using all technical media and providing technical facilities for all employees , such as ZOOM, MS Teams, VPN, Skype for Business, or any other means available
5. Providing the technical equipment for holding periodic meetings, following up progress electronically, and accessing the main and subsidiary electronic systems for performing business in the entity, (e.g, Bayanati System, Customer Service Systems, etc.) as well as completing the performance of the tasks and responsibilities assigned to them and monitoring achievements
6. Using the available communication means by the work teams and internal committees within the Federal entity so that members can know the latest developments through the entity's work groups, internal portals, WhatsApp , telegram, etc
7. Follow up on the application of Remote Work and document the achievement through:
  - A. Measuring productivity for remote employees
  - B. Ensuring the quality and accuracy of the outcomes
  - C. Determine periods for providing services, carrying out tasks and delivering projects
  - D. Commitment to apply the standards of corporate governance and cybersecurity when using various technology methods in applying the Remote Work System
  - E. Any other controls that the employer deems appropriate in this regard.

**In all cases, the Federal Authority for Government Human Resources is responsible for interpreting all regulations and systems related to Human Resources in the Federal Government, including these guideline, and all Federal entities must refer to the Authority in all matters that they encounter when implementing the provisions these guidelines and any other document to be issued later in this regard.**

## **Eighth: Obligations of the Federal entity implementing Remote Work System**

The Federal Entity shall make sure of following:

1. Ensure Availability of technical support necessary for performing Remote Work by using electronic and smart systems approved by the Federal Government or the Federal entity's own systems
2. Identifying efficiency measurement mechanism, and setting standards, mechanisms and standard time frames for each activity and outcome

3. Ensuring a safe technological environment when using digital and electronic technologies associated with Remote Work, by observing the controls related to maintaining the privacy and confidentiality of the entity's data, and legalizing powers to access the systems to perform Remote Work
4. Commitment to follow-up employees who work remotely electronically in order to ensure their commitment to working hours remotely and the performance of their performance and achievement, work outputs and any other aspects decided by the Federal entity.

## **Ninth: Obligations of the employee performing Remote Work**

The employee who works remotely is subject to all Human Resource Laws and Regulations approved in the Federal Government and in his /her entity, and must undertake to abide by the following:

- A. Handing over the job at the specified standard times and answering all calls and emails, whether from his superiors or his co-workers.
- B. The obligation to come to the original place of work in the event that the employee requests to attend official meetings, and posts in light of the schedule prepared for that.
- C. Get approval in advance for performing Remote Work from his workplace.
- D. Abide by work ethics approved his entity while maintaining confidentiality of information and documents, and utilizing the Remote Working time to complete the tasks required of him in addition to adhering to the standards of professional behaviour and ethical conduct.
- E. Submit a daily report on his / her accomplishments and productivity during Remote Working hours.

## **Tenth: General controls for Remote Work**

1. The Federal entity shall decide the Remote Working hours according to its work interest and without prejudice its legally assigned responsibilities.
2. Remote Work System should not be affected by the absence of a minimum number of employees in an organizational unit if the work interest so requires and in accordance the Federal entity's decision.



3. The period of Remote Work may be different from that of the official working hours for the government entity, if so required due to emergency circumstances and work interest .
4. A remote employee is not entitled to any compensation for overtime in the case of working for hours longer than that officially prescribed.
5. An entity has the right to choose any employee within eligible categories, to work remotely at its own discretion .
6. All applicable Human Resources Laws and Regulations in the Federal Government and employee's entity shall apply to the employee working remotely. The employees shown above are within the time frames specified by the competent authorities in the country.
7. A remote employee is subject to the provisions of Performance Management System for Federal Government employees.
8. An employee must ensure that a suitable work environment is provided in his remote workplace, to guarantee means of success, help to increase productivity and quality of achievement and take into account occupational safety requirements.
9. Remote employees must comply with any other requirements or controls determined by their entity.

## **Eleventh: Obligations of the Federal entities and employees in emergencies, crises and pandemics**

1. All Federal entities should be aware of the importance of educating their employees regarding the procedures announced by the competent authorities with regard to travel and the health procedures that may result therefrom by the relevant authorities in the country, in terms of the necessity of any person returning from any of the countries determined by the competent authorities to quarantine Immediately upon returning to the state's land from any of the state's air, land or sea ports, and for the period determined by the competent authorities, knowing that the list of countries that are subject to the prohibition list is subject to continuous updating according to the developments and the extent of the spread of these epidemics and diseases therein,
2. All employees shall refrain from travelling except in cases of extreme necessity and for an indefinite period, provided that the employer is notified of the travel and destination in emergency cases

3. Quarantine imposed on an employee upon his return from abroad during the spread of an infectious disease, preventing him from performing work, means keeping him away from other people so that the disease cannot spread
4. The following procedures should be taken in the event that the competent authorities in the country announce for urgent reasons, a list of countries affected by wide spread of coronavirus, restricting entry of UAE residents to the country from these countries. Those returning from any of these countries will be subject to precautionary measures including medical examinations or quarantine by the competent authorities in the country. An employee who travels to one of the countries on the list (after announcing the inclusion of that country in the list), shall be quarantined on his return. In this case, and if the employee's employer refuses to accept his excuse, the period of quarantine will be deducted from the employee's annual leave balance, if any, otherwise, it will be considered leave without pay
5. If the employee's travel (for a compelling reason such as the death of one of the parents or travel on an official mission ... etc), then the quarantine period imposed by the state's competent authorities on the employee is applied to the sick leave provisions stipulated in the executive regulations of the Human Resources Law in the Federal Government.  
  
(Note that all Human Resources procedures including sick leave issued by both (Ministry of Health and Community Protection, Dubai Health Authority, Abu Dhabi Health Department) are electronically linked to the HR information System "Bayanati")
6. All Federal entities should take steps to support employees in complying with tips on prevention and hygiene measures to ensure that health and safety requirements are met in accordance with the nature of the agency's work.
7. All Federal entities are required to sterilize and disinfect public facilities and shared workplaces, according to hygiene restrictions issued by the competent authorities periodically
8. All Federal entities should publish and educate employees and clients and keep them informed on a continuous basis of all developments related to precautionary measures and procedures, through the use of available technical means (as specific messages to explain this on the official social media of the entity or on the internal electronic pages of the entity as needed)
9. All Federal entities must abide by all precautions and measures issued in a periodical manner from the competent authorities in the country
10. Employees must follow health and measures issued by the Ministry of Health and Prevention when feeling any symptoms similar to coronavirus disease and disclose travel cases, if any.

## Twelfth: Schedule of tasks and responsibilities for Working Remotely under emergency conditions

Federal Entity	Tasks & Responsibilities
Senior Management in the Federal Entity	<ul style="list-style-type: none"> <li>• Oversee application of Remote Work System under emergencies</li> <li>• Identify mechanisms for certain categories to work remotely</li> <li>• Ensure that performance and service provision are not affected by implementation of Remote Work System</li> <li>• Provide the necessary support to complete the tasks for which the Federal Entity decides to apply Remote Work</li> <li>• Set up emergency work teams</li> </ul>
Human Resource Management	<ul style="list-style-type: none"> <li>• Publish a Remote Working directory for the various organizational units of the Federal entity</li> <li>• Follow-up on all periodic and daily reports received from the direct heads regarding Remote Work and take the necessary measures</li> <li>• Follow up on the extent to which direct superiors abide by the controls mentioned in this guide</li> <li>• Work to provide all aspects of support required for direct heads in this regard.</li> </ul>
Information Technology Department	<ul style="list-style-type: none"> <li>• Ensure the readiness and effectiveness of the electronic systems and networks required by Remote Work</li> <li>• Ensure the optimal use of Technical Systems by employees targeted for Remote Work</li> <li>• Providing technical support to organizational units by providing the devices required to implement the work remotely</li> <li>• Responsibility to supervise information security and proper use by stakeholders.</li> <li>• Providing a hotline for emergency contact with the employer</li> </ul>

Federal Entity	Tasks & Responsibilities
Direct Head	<ul style="list-style-type: none"> <li>• Approving the employee’s daily work schedule and plan and ensuring that it is sufficient to cover the required time</li> <li>• Follow up the employee’s performance on a daily basis and provide all aspects of support, awareness, guidance and supervisory guidance</li> <li>• Inform the employee of any meetings and meetings that require his presence and participation in it</li> <li>• Ensuring that the application of the remote work does not lead to a breach of the business interest</li> <li>• Contribute to providing the requirements to complete the work for the employee working remotely whenever the need arises</li> <li>• Submit periodic reports on the performance of employees working remotely to senior management</li> </ul>
Senior Management in the Federal Entity	<ul style="list-style-type: none"> <li>• Carrying out the tasks and tasks required to achieve them through optimal Remote Work</li> <li>• Maintaining a high level of productivity and quality of performance during the period of Remote Work application</li> <li>• Commitment to the scheduled work schedule, make sure of work according to what is determined by his work authority and prove the start and end dates of work through the electronic system in accordance with the approved mechanism</li> <li>• Ensuring ease of communication and interaction with the official and all concerned employees to complete the work</li> <li>• Commitment to be present at the workplace to attend meetings, meetings and events upon request</li> <li>• Preparing daily achievement reports and submitting them to the immediate president electronically</li> <li>• Maintain confidentiality of information and data and ensure the integrity of the material resources under his custody.</li> </ul>

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