

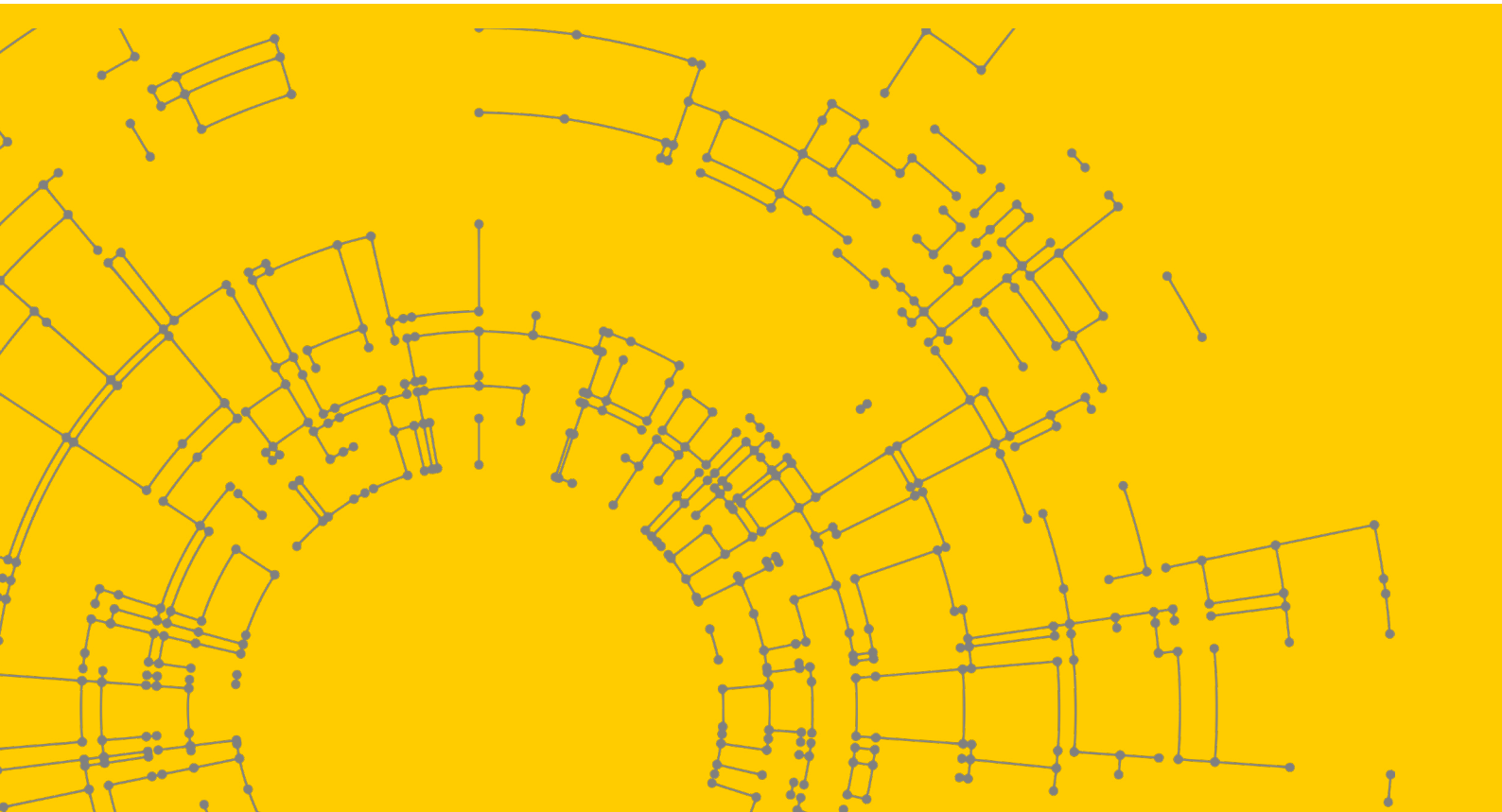


Union
Syndicale
Fédérale

2025 Internal Survey Report on

Teleworking & Hybrid Work : Annex

USF Working Group

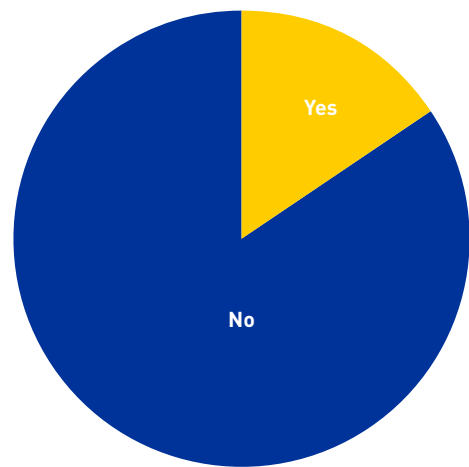


Survey Result

Q1

Is your Union involved by your employer in the digitalisation process?

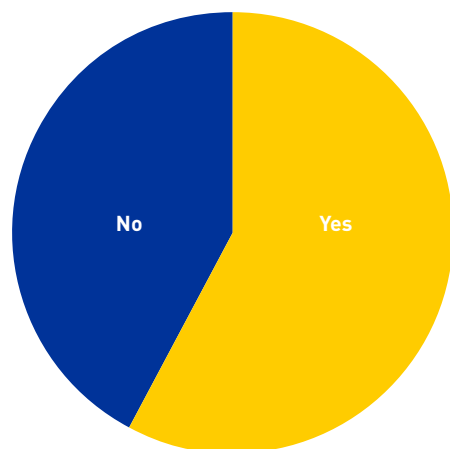
- Yes – 15.8%
- No – 84.2%



Q2

Is your Staff Committee involved by your employer in the digitalisation process?

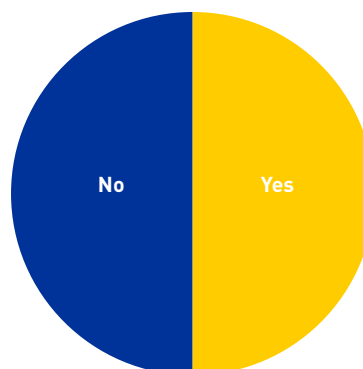
- Yes – 57.9%
- No – 42.1%



Q3

Is the right to disconnect enshrined in a legally binding text of your institution/employer?

- Yes – 50%
- No – 50%



Q3

Follow-up to Q3: If there is a legally binding text, could you provide us link to the published text? Additional Input on the Right to Disconnect

Respondents who answered “Yes” to the presence of a legally binding text regarding the right to disconnect were invited to share details or links to the official text.

- Despite the legal framework, implementation is reported as inconsistent or unclear in some institutions. Some respondents expressed that while the right is foreseen, practical enforcement remains questionable.
- In certain organizations, the right to disconnect was discussed in the context of broader teleworking or hybrid work policies, but no formal decision has yet been published.
- Several respondents referenced [Commission Decision C\(2022\) 1788 final \(on working time and hybrid working\)](#), specifically Article 5, paragraph 6, as the basis for the right to disconnect.
- [The Commission Decision on Working Time and Hybrid Working C\(2022\) 1788 final](#), implemented on 1 April 2022, outlines the European Commission’s approach to modernizing work environments by introducing flexible working time and hybrid work arrangements. This decision supports the health and well-being of staff, encourages work-life balance, and contributes to the European Green Deal’s goal of climate neutrality by reducing commuting. It formalizes the hybrid working model, allowing employees to split time between teleworking and working in the office. The decision emphasizes equality, the right to disconnect, autonomy, and flexible working hours, while ensuring proper management and support for teleworking. It sets guidelines for implementation, monitoring, and evaluation, and mandates a review by 2023.
- The right to disconnect is foreseen by the staff regulations, but in practise the implementation is very questionable.
- In the context of a consultation on working from home, the right to disconnect was discussed and it was agreed that it will be enshrined in the decision. The administration has not elaborated a draft decision yet.
- A right to disconnect should be provided for, taking into account the European Parliament resolution of 21 January 2021 with recommendations to the Commission on the right to disconnect.

Line managers and other staff may not contact staff or request them to work from 19h to 8h (‘disconnection period’), except in any of the following cases: (a) (b) (c) emergency; preagreement; where the nature of the work or tasks require availability during such hours. Information and/or emails received by the staff member which do not require their immediate reaction or are not specifically addressed to them shall not be considered to be a contact referred to in the first

subparagraph. The same right to disconnect shall apply at weekends, on public holidays and during the staff's annual leave or other types of leave.

- One response indicated, that while the text is not publicly available, however, art 11 (3) of the PRESIDENT'S DECISION No. 20/2021 of 28 May 2021 ON THE IMPLEMENTATION OF TELEWORK IN THE EUROPEAN UNIVERSITY INSTITUTE states that: Staff members have the "right to disconnect" and shall not be expected to work more than 8 hours a day and outside of standard working hours regulated by the President's Decision N° 46/1410.

However, in some exceptional cases, as laid down in Article 55 of the Staff Regulations, employees may be required, because of the necessities of the Unit or safety rules, to remain on standby duty at their place of telework outside standard working hours.

Similar provisions are included in the new draft policy, (currently submitted for approval by the EUI President) internal regulations at institutions like the European University Institute (EUI) recognize the right to disconnect and limit expected work hours.

Q4

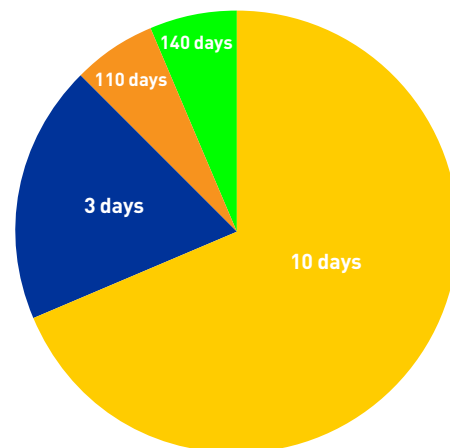
In practice, is the right to disconnect respected by your institution/employer?

No responses provided (left blank by all participants)

Q5a

How many days maximum are you allowed to telework from outside the place of employment?

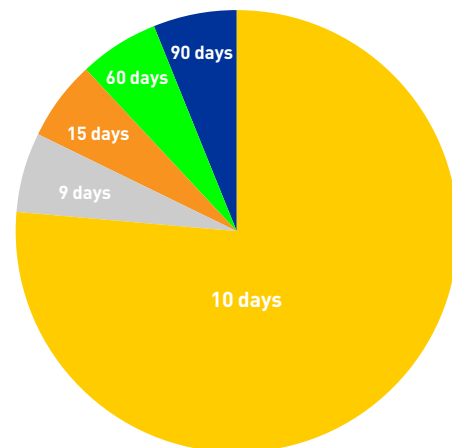
10 days	68,75%
3 days	18,75%
110 days	6,25%
140 days	6,25%



Q5b

How many days maximum are you allowed to telework from abroad?

10 days	76,47%
15 days	5,88%
60 days	5,88%
90 days	5,88%
9 days	5,88%



Q5 a/b

Follow up Q5a/b : Any other limitations / comments related to telework?

- Teleworking from abroad is not defined in our organisation, it falls under the terme “teleworking from a greater distance”, which is allowed for 15 days per year. It is also allowed to take half days of teleworking from a greater distance. In duly documented exceptional circumstances, such as urgent imperative, health or family reasons, the Appointing Authority, at the request of the staff member and after having consulted the line manager and, where necessary, the Medical Officer, may authorise staff to telework from a greater distance than the place of residence for one month.
- Telework depends on tasks.
- There is an ongoing discussion regarding the fact that for all tasks for which physical presence may be required, staff must be able to be at the JRC within 2 hours, which obviously affects the possibility of remaining “abroad”.

REFERENCE: MyIntracom

Telework from outside the place of employment is in principle forbidden, unless it is in a neighbouring country in a location that is close to the place of employment.

Conditions for authorisation

Authorisation to telework from outside the place of employment can be granted by DG HR.D.1 – Working conditions and wellbeing coordination – in exceptional circumstances and for a limited pre-defined period in case of arduous personal situations. This is only possible if it is compatible with the interests of the service and if the staff’s tasks can be performed remotely.

Exceptional circumstances, such as arduous personal situations and duly documented imperative family reasons are assessed strictly. These difficult personal situations should in principle involve the need to care for family members affected by a serious medical condition. The authorisation to telework from outside the place of employment shall be limited in time. Such exceptional circumstances within limited period do not cover long-term situations that are recurring and can be anticipated.

The request for exceptional telework from outside the place of employment could be authorised by the appointing authority for a period of up to one month, with a possible renewal of one month. The request should be introduced as soon as possible by jobholder before departure, according to the real needs. It is important to note that the initial authorisation is limited to a maximum of one month. An authorisation for a period of less than one month does not in any way guarantee that an extension up to one month will be granted.

In some cases, the appointing authority recommends exploring other possibilities, such as family leave and Special leave for family reasons. All requests, including those of JRC staff and staff in Representations, should be sent to HR.D.1, Working conditions and wellbeing coordination (functional mailbox: HR FLEXIBLE WORKING) - via Sysper. Please do not contact the Medical Service.

Note:

Circumstances concerning the health situation of staff members themselves fall, in principle, under the rules on sick leave. Hence, staff may be entitled to sick leave and, depending on the situation, may be authorised to spend their sick leave away from the place of employment.

Please be advised that being pregnant does not automatically qualify for exceptional telework outside the place of employment, unless there are valid medical reasons. It is crucial for all staff members to consider this policy, especially when making decisions about the location to give birth. While we acknowledge the significance of ensuring a comfortable and safe environment during this special time, it is essential to adhere to the standard telework policy unless there are medically justified circumstances. For further information or if you are ever in a more complex situation, please contact directly your leave manager (GECO) via Staff Centre.

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Who can telework away from the place of employment ?

Staff whose tasks are compatible with teleworking may benefit from "Telework away from the place of employment".

All officials, temporary agents, contract agents, secondment of national experts (SNE), national experts in professional training (NEPT) may benefit from 10 days of "Telework away from the place of employment" per calendar year.

Blue Book Stagiaire (BBS) may benefit from 5 days of "Telework away from the place of employment" during the period of their traineeships.

Executive agencies have to apply the Commission Decision on telework by analogy.

Work patterns and Telework away from the place of employment

The rule laid down in the Decision allows for maximum of 10 days of Telework away from the place of employment per calendar year regardless of the type of working time.

Therefore, to cover a full working week regardless of the working schedule, 5 days of Telework away from the place of employment will have to be used.

Telework away from the place of employment (TWOPE):

If combined with 50% parental leave or 50% family leave, maximum 10 days of TWOPE are allowed. If you work full-time, you have the option of combining 20 half-days of annual leave with a maximum of 20 half-days of TWOPE.

Telework away from the place of employment?

3 possible cases (see article 11 of the Commission decision on working time and hybrid working) :

With the agreement of your line manager, you may telework away from the place of employment for a maximum of 10 working days per calendar year (these days of telework may be split, and do not need to be combined with annual leave days anymore) - see below how you can encode your request.

In exceptional circumstances, such as duly documented imperative family reasons, authorisation to telework away from the place of employment may be granted by DG HR for up to one month, after consultation with

your line manager. When you are recalled by your superior to duty for service reasons while on annual leave in this case, you must proceed with the duly justified cancellation of the days of annual leave in question. There is no need to register a request for telework outside the place of employment to replace these days - you must only register your working time in the presence tool). In the event that the telework period has interrupted the annual leave, the latter may then continue, as initially planned.

When you request to be authorised to telework away from the place of employment, you must communicate your temporary address before the start of this teleworking period.

There is no geographical restriction for teleworking away from the place of employment, however, you must ensure that you have a suitable broadband connection and an adequate home office environment (a good computer connection and data security are required).

If you are unable to perform your duties properly when you are away from the place of employment, you must either:

- Take annual leave if this is compatible with the interests of the service, or
- Return to the place of employment at your own expense and within 48 hours.
- The time period during which you could not perform your duties due to technical problems is to be debited from your working hours.

How can I encode my request to telework away from the place of employment?

In the Time management menu of Sysper, choose the option "Occasional telework";
Enter a request for teleworking days > Fill in the period requested > Next > the Type (occasional) > Next;
Indicate the Reason : "Telework away from the place of employment";
Add your Comment (explain the situation and communicate your address away from the place of employment - do not add medical data);

Save and Send your request for validation.

Do not leave without receiving official authorisation!

Please note that you may telework away from the place of employment for a maximum of 10 working days per calendar year!

How to request the authorisation for exceptional telework from outside the place of employment?

If you want to make a request for exceptional telework outside the place of employment, you should:

In the Time management menu of Sysper, choose the option "Occasional telework";
Enter a request for teleworking days > Fill in the period requested > Next > the Type (occasional) > Next;
Indicate the Reason: Exceptional telework away from the place of employment;
Add your Comment: explain the arduous situation, exceptional circumstances and add your address from outside the place of employment - do not add medical data;

Save and Send your request for validation.

Your line manager will assess whether your request is in the necessity of the service.

HR.D.1 - Working conditions and wellbeing coordination - will assess the request and decide, as Appointing Authority (AA), on your eligibility to exceptionally telework from outside the place of employment.

Do not leave without receiving official authorisation!

- Pozzallo, in Sicily was accepted to be considered also as place of employment. The Staff Committee suggests to extend this status also for Catania, Sicily.
The Staff Committee, earlier this year suggested a summer shutdown of the offices in implementation of the Building Energy Savings Together (BEST) initiative, already implemented in several DGs.
- 14 days out of the 90 (days maximum are you allowed to telework from abroad) we can telework from outside EU.
- We can telework outside the place of employment (that is more than 200 km from Turin) also during the summer and winter closure of the offices of the agency, This is approx 30 days on top of the 10 days foreseen normally during the year. This is done with an exception for reducing energy consumption.
- Teleworking from abroad/outside the place of employment is not allowed in the decision on working from home, but results from an ad-hoc decision by the Registrar adopted on an annual basis.

- Location outside place of employment, either abroad or inside Germany, are considered equal, creating issues to non-expatriated colleagues. In addition, place of employment is considered as follows:

Place of telework

- At the place of employment
- at a reasonable distance from the place of employment as is compatible with the proper performance of the duties (Art. 20 SR)
- As of January 1, 2023 as defined in Social Dialogue agreement: reasonable distance = locations situated within a perimeter of 130km from Cologne, or daily commuting equivalent to 90 min per leg of journey.
- Exception agreed in Social Dialogue: staff whose main residence is situated between 130 and 260 km from Cologne may be authorised to continue teleworking from that location if requested by December 22, 2022. After this deadline, such requests are not possible.

- Max 3 days/week, i.e. normally from home, formally at place that makes it possible to return, without being dependent on areas of public transport, within 2 hours to normal work place in EC building to which designated. Telework abroad (further away then on regular basis) can be split in half days.
- The implemented supplementary guidelines are more flexible allowing for teleworking from a location with a journey time of up to 4h to the place of employment.

There is also the provision to request teleworking for up to one month renewable away from the place of employment in exceptional circumstances, but I understood that it is frowned upon to use this provision.

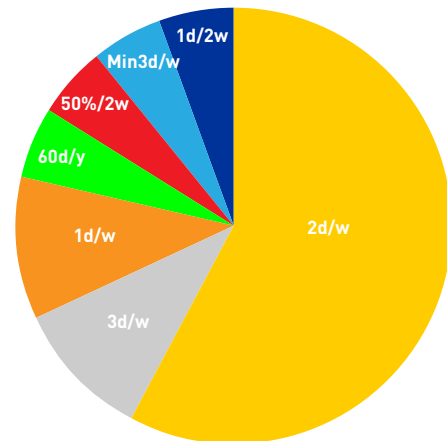
Some tasks are identified to be incompatible with telework. They are the following:

- Physical security tasks
 - Technical and logistical support to conferences and meetings
 - Technical and logistical support in facility management and building infrastructure
 - Tasks to be exceptionally performed at night or on weekends as per Director Decision
 - Some ICT-related tasks, such as helpdesk related tasks, tasks requiring direct access to hardware
- There are additional 30 days of occasional teleworking per year. In the new draft policy the limit of 30 days/year is removed, simply stating that additional teleworking days may be granted upon approval of the Head of Unit.

Q6

How many days are you and your colleagues obliged to be present in your office per week/month/year?

2 days/week	57,9
3 days/week	10,5
1 day/week	10,5
60 days/year	5,3
50% of time 2-week period)	5,3
Minimum 3 days/week	5,3
1 day every two weeks	5,3



Q6 Follow-up Q6 : Any other limitations?

- Depends on tasks.
- The initial approval of the Head of Unit is always needed. Some posts are considered not eligible for teleworking (art 3 of the current policy provides a list of tasks not suitable for teleworking). In practice, several Head of Unit restricted the max number of teleworking days per week or introduced limitations on which days one can telework (i.e. not on Fridays), based on the "interest of service".
- The arrangement shall, in principle, be formalised. However, by common agreement between the line manager and the staff member, you may also decide to keep it informal.

You wish to telework up to 20% of your weekly working time: you must inform your line manager of the corresponding time slots. This arrangement is granted for a renewable period of six or twelve months, or for the duration of the contract, whichever is the shorter.

You wish to telework for more than 20% and up to 60% of your weekly working time: you must agree on the chosen working days with your line manager. This arrangement is granted for a renewable period of six months.

For duly justified reasons, your line manager may

- Refuse to allow you to telework more than 20%
 - Ask you to telework on another or other time slot(s) than the one(s) previously agreed.
 - Where your line manager considers that it is necessary in the interest of the service, you may be authorised to telework more than 60% during the week.
- 2j par semaine pour les assistants sociaux mais ce n'est pas vrai pour tout le monde. La secrétaire doit être présente 3j par semaine et les psychologues n'ont droit que ponctuellement au télétravail. Les psychiatres ne télétravaillent pas ou très occasionnellement.

- 2 days a week, in fact 40% of full time working time.
- Line managers can in principle request to have team members come to the office up to 4 days per week. I do not know of any line manager that is actually enforcing this at the moment. This caused some tensions in the past.

It is possible to request to telework for more than 3 days per week e.g. in case of temporary health issues impacting mobility.

Line managers may decide on a specific time slot during the working week where the whole unit group or team is required to be present in the office.

- The minimum on-site attendance required under paragraph 1 will be reduced as follows:
 - to 40 working days for employees with more than 70 and up to 140 active working days in a year
 - to 15 working days for employees with more than 20 and up to 70 active working days in a year
 - to 10 working days for employees with 20 or fewer active working days in a year.
- Staff are expected to be present during special events, like four Staff meetings per year
- Presence of staff in the office:
 - Staff should be present in the office between 40% (2 days) and 100% (5 days) of staff weekly working time for staff on full time (same percentages for part-timers)
 - This can be adjusted to take account of EASA holidays, leave, missions etc in a particular week on a case-by-case basis
 - An approved telework request can be cancelled unilaterally by the employee (i.e. no prior authorisation by line manager needed) and he/she can come to the office.

Note: Cancelled day can then be taken on another day during the week in agreement with line manager.

- You can't telework outside the EU and ETF partner countries.
- Subject to business needs
- 1 day per week is the minimum. Managers can ask colleagues to be present for more than 1 day. Colleagues with physical tasks or using specific tools that are not available online, have to come to the office.

Q7

Who authorises employees in your institution to telework?

- Line Manager
- Head of Unit
- Direct Supervisor
- No actual approval required, just inform via SAP
- Appointing Authority (in case of exceptional teleworking from a greater distance)
- Line Manager or HR
- Direct Manager in an electronic workflow

Q8

Who authorises employees in your institution to telework from outside the place of employment?

- Line Manager
- Head of Unit
- Direct Supervisor
- Line manager or HR, depending on request type (with distinction between home telework and mobile work)
- Line Manager (up to 10 days), Head of HR for longer durations)
- Dedicated HR unit (1-month renewable for exceptional circumstances)
- Sysper (SAP system) with approval from Heads of Unit
- HR (no actual approval, just inform via SAP)
- Appointing Authority (in exceptional cases)
- Direct Manager in electronic workflow
- Up to 120 days of telework per year, mobile work not limited.

Q8

Follow-up Q8 : Any additional information ?

1. The Staff Committee (COE) has recently done a survey on teleworking. These are the results:

Following the staff consultation launched at the beginning of the year, the Staff Committee shares the survey results and commits to following up on requests made during the consultation.

The online survey attracted the staff's attention, with 847 colleagues responding, making it possible to identify a reliable trend. The Committee would like to thank the colleagues who took the time to share their opinions. It noted positively the Administration's efforts to explain the current system, but also to consider ways of improving it. To the question: 'How do you rate the teleworking rule that requires at least 50% of working time to be spent at the workplace over a rolling two-week period?' the following answers were given:

- 162 (19%) - Fair and workable
- 269 (32%) - To be revised as the 50% TT limit is too restrictive
- 31 (4%) - To be revised, as the 50% TT limit is too permissive
- 385 (45%) - In need of redrafting, as the calculation of 'rolling weeks' makes it difficult to apply

Thus, nearly one half of the respondents consider the 'rolling weeks' system 'difficult to apply'. One-third of them are mainly concerned about the 50% limit, which is considered 'too restrictive', while less than one-twentieth of the staff who participated in the survey consider it 'too permissive'. About one-fifth of the respondents consider the new regulations 'adequate and workable'.

This survey confirms the Staff Committee's observation that the 'two rolling weeks' rule is unsuitable and must be replaced by arrangements that enable staff to determine the teleworking time available to them quickly. The Committee will also consider specific proposals to meet the increased flexibility needs of teams integrated into the 'New Ways of Working' project. These proposals will be formulated during the regulatory review process (see news). The Committee reminds all staff that they are invited to report aspects of the new staff rules, which came into force in the wake of the new Staff Regulations, that may have to be adjusted in the light of experience. An online form has been set up for this purpose.

2. All staff may telework outside the place of employment referred to in Article 10(1) for up to 10 working days per calendar year, upon their request and subject to the agreement of their line manager.

Directors-General and Heads of Service shall supervise the implementation of the first subparagraph and ensure that it is applied consistently. Directorates-General and Services shall provide DG HR annually with aggregate data on the application of the first subparagraph.

In exceptional circumstances, such as duly documented imperative family reasons, an authorisation to telework outside the place of employment referred to in Article 10(1) may be granted by DG HR for up to one month, after consulting the staff's line manager. The authorisation may be renewed under the same conditions.

Where, in accordance with Article 5 of Annex V to the Staff Regulations and Articles 16 and 91 of the CEOS, staff members are recalled to duty for service reasons while on annual leave or have their leave cancelled, their line managers may authorise them to telework outside the place of employment for a number of days in addition to the 10 working days referred to in paragraph 1.

Staff teleworking outside the place of employment shall ensure that they have a suitable broadband connection and a home office environment allowing them to adequately perform their duties. Where they cannot perform their duties adequately, staff shall either take annual leave where compatible with the interests of the service, or return to the office or to the place of telework within the meaning of Article 10(1) at their own expense within 48 hours. The time during which staff could not perform their duties due to technical issues shall be debited to the staff's working hours.

Staff authorised to telework outside the place of employment shall communicate their temporary address to the administration before the start of such teleworking period.

3. Teleworking is not a right, but still managers lobbied not to actively approve teleworking. Rather, it is automated via software.

4. The following telework types can be requested:

- Telework (occasional, manager approves)
- Telework Long-Distance (from abroad, limited to 10 days/year, manager approves)
- Telework Family Reasons (from abroad, for urgent family reasons, HR approves)
- Telework Medical Reasons (from abroad, involves the medical advisor, manager approves)

5. Dedicated HR unit can grant 1 month of telework abroad, renewable, in case of personal circumstances such as seriously ill child or parent, or other exceptional circumstances.

6. Grand flou vu du côté des employés sur le circuit de décision quand il s'agit de télétravail temporaire pour raisons médicales et quand il s'agit d'un aménagement raisonnable pour empêchement durable.

Voici un exemple de réponse reçue à une demande de télétravail longue durée (dépassant 2 mois) pour raisons médicales :

Chère collègue,

Merci pour votre message.

Un médecin a évalué les informations que vous avez fournies et nous souhaitons vous informer que vous ne remplissez pas le critère établi dans la décision de la Commission sur le temps de travail et le travail hybride (Commission decision on working time and hybrid working).

Dans les informations fournies par vous et votre médecin, nous n'avons trouvé aucune condition médicale ou traitement qui relèverait de la seule catégorie d'exemption et d'autorisation de télétravail à 100 %, depuis le lieu de travail, pour laquelle le Service médical (DG HR. D.3) est compétent : « déficience significative et temporaire de la mobilité (physique ou visuelle) due à une condition médicale ».

Sachez qu'une condition chronique est hors de la décision de télétravail exceptionnel.

Malheureusement, vous ne remplissez pas le critère que la HR.D.3 est compétente à traiter, mais vous pouvez toujours contacter votre gestionnaire de congés (GECO) pour discuter des autres options qui s'offrent à vous.

Nous vous rappelons que le télétravail peut être validé directement par votre Hiérarchie, jusqu'à 60 %, s'il est compatible avec le fonctionnement du service.

Cordialement,

The Brussels Medical Service of the European Commission

A NOTER : page 10 du document cité dans le mail il est écrit pourtant quelque chose mettant en évidence que le chef d'unité a tout pouvoir d'accorder davantage :

"9. Lorsque le supérieur hiérarchique l'estime nécessaire dans l'intérêt du service, un membre du personnel peut être autorisé à télétravailler plus de 60 % au cours de la semaine. "

<https://myintracomm.ec.europa.eu/staff/fr/working-conditions/disability/Pages/index.aspx> ici un passage qui nous intéresse :

Temps de travail

Dans le cadre d'un >aménagement raisonnable, les membres du personnel peuvent faire une demande d'horaire flexible, de télétravail ou de travail à temps partiel. Si votre état de santé nécessite des aménagements supplémentaires, une décision individuelle peut être prise par votre AIPN.

OR NOUS NE CONNAISSONS PERSONNE QUI EN AIT BENEFICIE DANS CE CADRE DES AMENAGEMENTS RAISONNABLES.

J'ai demandé à une personne ayant eu un refus dans le cadre de la médecin edu travail de demander dans le cadre d'un aménagement raisonnable et elle a été renvoyée vers la médecine du travail qui l'a renvoyée vers son supérieur hiérarchique qui lui a dit qu'il avait déjà accordé le maximum à savoir 1 mois renouvelable 1 mois ...

Cette durée est mentionnée dans un document enregistré en Arès [2023] 466880

"Service médical

En ce qui concerne les guidelines, la partie concernant le télétravail 100% pour raisons de mobilité est limitée à 4 semaines renouvelables une fois...Mais dans la pratique, le Service Médical aimerait analyser chaque cas de manière individuelle, car dans certains cas, une période de revalidation plus longue pourrait être acceptée. (en restant dans des délais raisonnables afin de ne pas tomber dans le chronique)"

POURTANT DANS LE DOCUMENT CITE IL N'Y A PAS DE DUREE MENTIONNEE.... PAR CONTRE IL EST QUESTION DE MOBILITE UNIQUEMENT

Extrait : "10. Staff members with temporary health issues impacting their mobility but who are still able to telework may request to telework for the whole duration of their health issue.

COMMISSION DECISION ON WORKING TIME AND HYBRID WORKING

EN PAGE 10

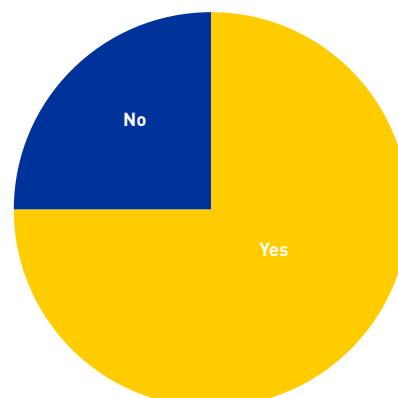
Mobility issues shall be certified by a doctor and notified to the Commission's medical officer, who may proceed with any appropriate verification."

7. In addition, the request for exceptional telework from outside the place of employment could be authorised by the appointing authority for a period of up to one month, with a possible renewal of one month.

Q9

Does telework for medical reasons exist in your institution/organisation?

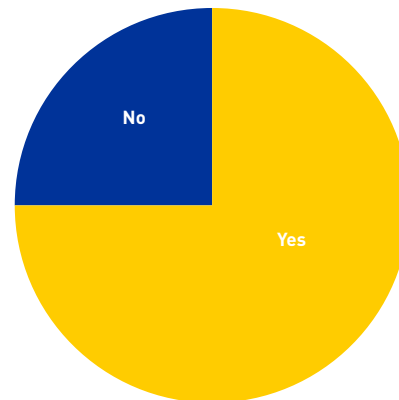
- Yes – 75%
- No – 25%



Q10

Do you have assigned desks in your institution/organisation?

- Yes – 75%
- No – 25%



Q11

What criteria are used in order to decide who has an assigned desk?

- Currently in most buildings and services every administrative staff member has an assigned desk. In a limited number of buildings/services there is a desk ratio (the staff members has an assigned office with rotating desks, ie 3 desks for 5 people, allocated on a first come first served basis or via a booking system. Additional hotdesking working stations are available). A new space allocation policy is under discussion. Based on the current draft guidelines, the future configuration may be the following: single offices for Directors, Head of Sector, Administrative coordinators. Everyone else is in a shared office (max 4 persons per office) and the desk ratio is decided by each unit. Each unit gets some "jolly" single offices, which the Director may assign to staff members who, for example, have tasks requiring a high degree of confidentiality.
- We do not have hot desking open spaces. Offices with multiple occupants still have assigned desks to occupants.
- Je fais partie d'un des rares services où on a encore tous chacun notre bureau.
- No assigned desks but so far assigned zones.

Desk to be preferably used and in that sense assigned: only if granted reasonable accomodation warrants it. This can concern people with a certain handicap, to be assessed by the medical service. It can also concern people with a physical or mental limitation in the broader definition of "handicap" at UN-level.

In fact, our medical service does not grant or contest a given status of person with handicap, because this assessment is done at Member State level. However, our medical service reassesses, because national qualifications may differ or be absent, the actual need of staff member. So with or without official "person with handicap" label granted at a national level, the medical service seems to assess independently what accomodation is needed. Basically, in dynamic settings a person can be provided with such accomodation at a designated desk, but this desk may on days where that person would work from elsewhere, be used by others.

- In general, everyone has an assigned desk in our organisation except external service providers but it is also possible to hot desk (to book empty desks) also on other sites of the organisation.
- Every one at Eurojust has a designated workspace.
- Special needs (health) or special needs related to duties (staff committee work)
- All staff have assigned desks
- No criteria defined.

- So far, we have personal individual offices.
- If the worker is not full time, teleworker has an assigned desk.
- Theoretically, we have the reasonable accommodation, but HR asks you to have a permanent residence in Frankfurt. We're preparing a court case on that. Assigned seats we only have for a few more months. Then "dynamic workspaces" is introduced.
- At the moment all staff hired on permanent/contract agent contracts have been assigned a desk.
- In our institution certain services are working in an open space without assigned desk, but most colleagues still have assigned desks. It depends on the service.
- We are currently transitioning from assigned desks in offices (with usually max 3 persons per office, but about 50% individual offices) to a "New ways of working set-up" for everyone Grade C1-A5. Only Directors, Director-Generals and Hors-Cadre will keep assigned desks and their own offices.

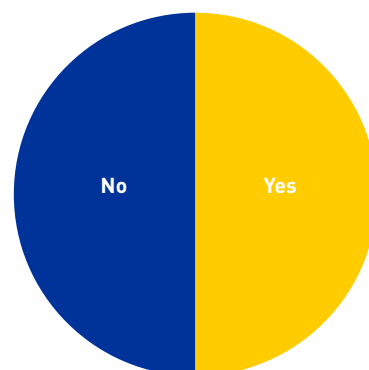
The results of a survey carried out in 2021 showed that the majority of staff is unhappy about the prospects of transitioning to open-plan offices with a hot-desking layout and a ratio of 0.8 (8 desks for 10 staff). The Administration has set up pilot projects, which are now being evaluated after the first 6 months in the new working conditions. These are meant to inform how the further roll-out is set-up, but the general direction of travel towards open-plan offices, hot-desking and a ratio of 0.8 does not seem to be put into question.

- Staff member has assigned desk in plans which are not openspace, hotdesking is used for openspace.
- Everyone has an assigned desk

Q12

Do you have hotdesking in your institution/organisation?

- Yes – 50%
- No – 50%



Q13

Which of the following costs linked to telework does your employer cover (at least partially)?

- **Furniture (desk/chair):**

Yes: 75%

No: 25%

- **Heating and electricity:**

No: 100%

- **Internet connection/broadband:**

No: 100%

Q13

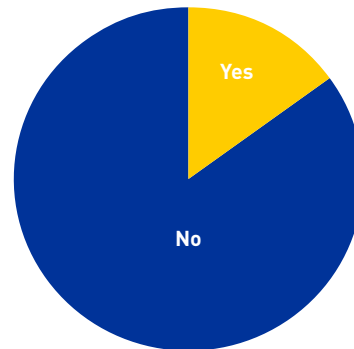
Follow-up Q13 : additional info / further explanation ?

- Teleworkers are furnished with their own laptops, nothing else.
- No costs are covered by the institution.
- 1 ergonomic chair and 1 video have been given durin COVID, but that was a very special condition.
- According to our rules, we need to pay everything by ourselves.
- No payment for Heating and electricity or Internet connection / broadband. During covid staff members were given the opportunity to ask for a screen, desk and chair. Devices to set up the home office.
- Equipment, technical support and connectivity. Staff will be provided with adequate IT tools. Additional equipment can be provided, depending on job profile, and subject to budgetary availability (i.e. office chair, etc.). Specific needs of staff with disability on telework will be catered.
- IT equipment such as keyboards, screens etc are covered up to a threshold but not internet connection
- In fact, extra costs like internet connection is foreseen in the legal basis, provided there is budget. There was no up to today/since 2022.
- We have (had) one non-renewable provision to request reimbursement of up to 350Eur for teleworking hardware at home (for screens, keyboards, chairs). Some equipment was excluded from the provision, such as desks and docking stations.
- Big question what employer should provide for. So far screen and chair. Staff believes that employer should also contribute to heating, electricity and internet connection costs. Employer keeps teleworking voluntary and apparently the voluntary basis as a reason not to grant by default more indemnities.
- Un second écran a été payé par la Commission, un forfait pour un écran basique.
- Only chair and additional screen - nothing else. Even cables are not provided. Sometimes it is even difficult to have a pen or office furniture so I have to buy them for myself... which leads to additional costs where the Institution does not contribute.

Q14

Do you have a separate work accident insurance when you telework at home?

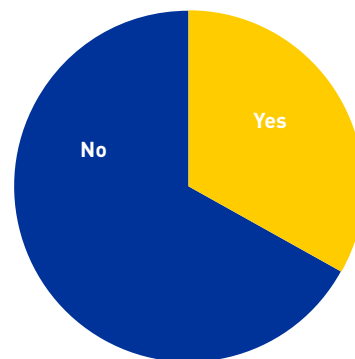
- Yes – 15 %
- No – 85%



Q15

Is there a published set of rules relating to data protection related to telework fixed by your employer?

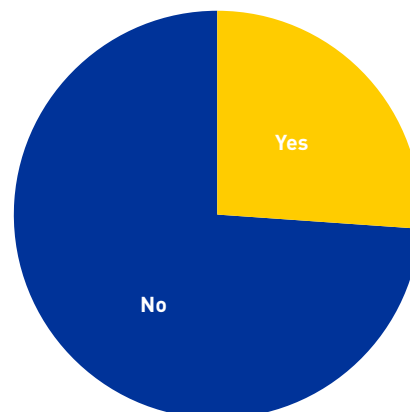
- Yes - 33,33%
- No - 66,67%



Q16

Is there a published set of rules relating to risk assessments and the prevention of ergonomic (musculoskeletal disorders, screen protection) and psychosocial risks, including isolation, by your employer?

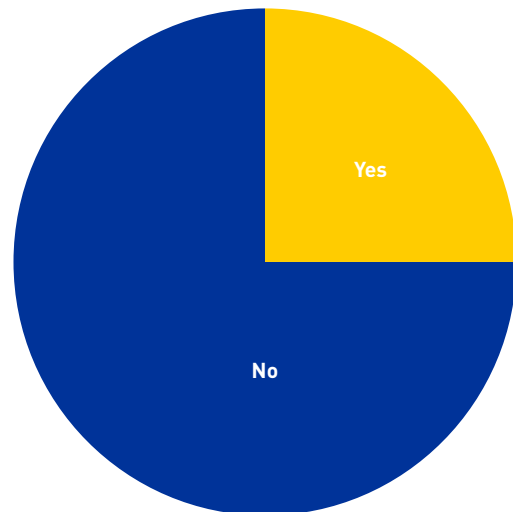
- Yes - 26.32%
- No - 73.68%



Q17

Is there a published set of rules relating to risk assessment **POLICY** of your employer and the prevention of ergonomic (musculoskeletal disorders, screen protection) and psychosocial risks, including isolation, by your employer?

- Yes – 25 %
- No – 75%



Q16/17

Follow-up Q16/17: additional info / further explanation ?

1. REFERENCE: Evaluation of the implementation of the Commission Decision on Working Time and Hybrid Working

".....Ensuring a reasonable and manageable workload taking into account the right to disconnect and psycho-social risks
Objectives

To protect the health and wellbeing of staff, line managers should ensure that the tasks they assign to staff can be reasonably considered as manageable within their working time schedule, taking into account peak periods (Recital 6).

To provide a right to disconnect, taking into account the European Parliament resolution of 21 January 2021 with recommendations to the Commission on the right to disconnect (Recital 7).

To implement teleworking arrangements taking into account psycho-social risks such as those linked to digital overload, a blurred line between professional and private lives or social isolation. Having accompanying measures that ensure good working conditions and, where relevant, provide targeted training and guidance (Recital 9)...."

Published: September 2023

2. There are trainings related to ergonomics but to strictly a policy.

3. Managers will be offered training concerning the specificities of managing teleworking staff. Staff on telework are covered by the insurance against accident & occupational disease (Art. 73 SR) to the same extent as staff working at the office.

4. Article 9: Health and safety

(1) The Office provides all employees with guidance on occupational health and safety, ergonomics and office furniture as well as on environmental sustainability in relation to telework.

(2) Employees must ensure that their teleworking place complies with the safety and health requirements established by the Office and that it is safe and conducive to their own well-being. To that end, they must:

- (a) regularly check the ergonomics and safety of their workplace in accordance with the Office's guidance and maintain an adequate level of both
- (b) seek advice from the Office's occupational health and safety experts if in doubt.

5. We hope to get adjustable desks and better sound protection but that's the most we can hope for. The Institution is not of the intention to revert their policy to date. The revision timing of the 2022 legal basis as passed and it was not reviewed.

6. There are no published rules but this is tracked as part of the annual health check by the medical advisor.

7. We have proposed the OSHA OIRA models for screenworkers (travail au bureau) with quite refined risk assessment propositions regarding musculoskeletal and psychosocial risks. A debate is also the applicability of national law (we believe in health matters it should be applied, the institution invokes the Protocol Privileges et Immunités, the statut sui generis of the entity etc. Another debate is what rules. DG EMPL has itself in a strategy document on health at work directives insisted that the existing health directives need to be updated given new ways of working that they were not designed for.

OSHA under DG EMPL's wings declares that emerging risks such as sitting is the new smoking should lead to easily and individually height adjustable desks for all screenworkers doing screen work for over a total of 2 (sit-sit easily and individually height adjustable) or 6 hours (sit-stand easily and individually height adjustable) a day. The Belgian law has been adapted given the outrageous costs of musculoskeletal and psychosocial problems leading to longer sick leaves, so as to ensure that starting from risk assessment more is done to ensure prevention. However much has not yet put in legislation.

The Commission does accept on the basis of a 2006 decision being bound to respect EU law, and national law as far as compatible with EU law. However, thus it deems itself bound to outdated directives and not compelled to integrate scientific insights. Yet it has committed to, notably upon staff representation recommendations but with budget limitations, to procure, next to 20% of sit-stand electrical desks by default in dynamic offices, the remaining 80% of tables as individually sit-sit height adjustable.

8. Question 16/ il y a sur l'intracomm des infos de prévention : (not for public)

- <https://myintracomm.ec.europa.eu/staff/FR/health/preventive-medicine/Pages/digital-overload.aspx>
- <https://myintracomm.ec.europa.eu/staff/FR/health/preventive-medicine/hepa/Pages/index.aspx>
- <https://myintracomm.ec.europa.eu/staff/fr/health/health-at-work/ergonomics/Pages/index.aspx>
- <https://myintracomm.ec.europa.eu/staff/FR/health/health-at-work/ergonomics/Pages/position-seat.aspx>
- <https://myintracomm.ec.europa.eu/staff/FR/health/health-at-work/ergonomics/Pages/position-workstation.aspx> et même une page pour l'érgonomie en télétravail
- <https://myintracomm.ec.europa.eu/staff/FR/health/health-at-work/ergonomics/Pages/ergonomics-teleworking.aspx>

que je découvre suite à la recherche pour répondre à l'enquête.

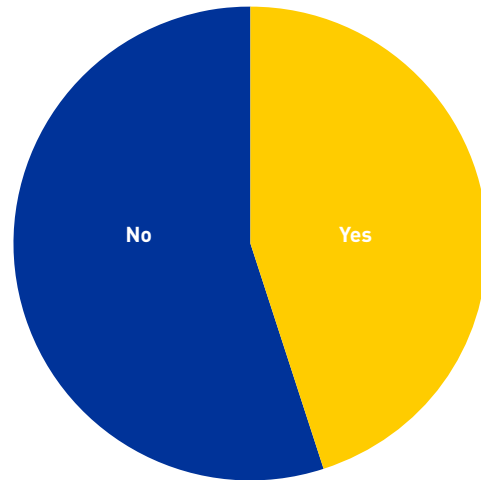
9. Occupational Health and Safety is covered by national legislation. As such, in the NL there is the legal obligation to have specific risk assessment for telework. The institution has considered these extra risk assessments in its work instruction (17) and created a dedicated form to assess the different hazards from teleworking (16).

10. HR provided a brief list of "tips for teleworking"

Q18

Are you involved (as staff committee and / or USF MO) in this process of risk assessment by your employer?

- Yes – 45%
- No – 55%



Q19

Does your employer provide for a conflict resolution mechanism to deal with issues related to the granting / rejection of telework?

- Yes – 20%
- No – 80%



Q20

Do you have any feedback / comments / additional info that has not been covered in this survey?

The responses to this question include a mix of positive feedback, suggestions for improvements, and references to external resources.

1. Une instruction générale règle le télétravail et le travail mobile.
2. Regarding question 20., there is no specific conflict resolution mechanism to deal with issues related to the granting / rejecting of telework, but since these decisions are administrative decisions, they can theoretically be challenged via the general conflict resolution mechanism of the Council of Europe (up to the Administrative Tribunal), but I am not aware of any such question having reached the Administrative Tribunal stage. Mediation is also an available mechanism for all conflicts.
3. Teleworking for medical reasons is included to the HR procedure of "exceptional teleworking request" without any clear criteria in which grounds this can be granted, or safeguards, on who has access to medical information.
4. If the risk assessment is done by the joint committee on safety and health, the staff committee would be involved.
5. EU-OSHA has done extensive research on the impact of digitalisation, including remote work, on occupational safety and health and is currently running a two year campaign on the topic: <https://osha.europa.eu/en/themes/digitalisation-work>
6. The nature of the tasks of most of the 6000 jobs fits well into an extensive telework scheme, provided employees have enough: professional experience, a network of colleagues, no threat stemming from health and safety issues / social isolation.
7. Trade unions will need to fight for the prevention of TMS and PSR. Also the confusion that dynamic offices, hybrid working and the right to disconnect concern the organisation of work and not working conditions should be countered. For instance the health, equality of treatment and other inclusion aspects make digitalisation a primary subject for social dialogue on trade union level.
8. One thing that is worth noting is that apart from the written rules, our organisation has a culture post-covid that is quite a bit more flexible in practice than the official rules, so there is a sort of unwritten social contract between management and the staff.
9. Merci de travailler sur ce sujet que j'aimerais être un sujet de la campagne des élections CLP USB Commission où je suis détachée à mi-temps.
10. As elected staff representative at the EC central staff committee we have THE JOINT COMMITTEE ON HYBRID WORKING.

Additional Info :

Working timeframe:

The given period during which staff should primarily work (Monday-Friday 08.00 – 19.00).

Flexitime:

The standard working time regime under which staff members can choose their working hours, provided that they are available for interaction between 9.30 and 12.00 and between 15.00 and 16.30 (16.00 on Wednesdays and Fridays).

Disconnection period:

The period between 19.00 and 8.00 during which line managers and other staff may not contact or request staff to work, unless it is an emergency, it was pre-agreed or where the nature of the work or tasks require availability during such hours.

TIM:

SYSPER time recording module, via SYSPER.

Line manager:

In principle the direct manager of a staff member, often the head of unit, identified as “leave validator” in SYSPER.

Monthly timesheet:

The calculation of all working hours recorded by staff and accepted by the line manager within a calendar month.

Monthly flexitime balance:

The total of working time acceptable according to the Decision on working time and hybrid working at the end of each month. There is no limit on the credit balance, but only a debit balance of up to -20h is allowed to be carried over to the next month.

Offsetting:

The possibility offered to a staff member to work shorter or longer working hours in order to level their flexitime balance.

Recuperation:

The possibility offered to a staff member when their balance is positive to recuperate a previous monthly credit balance in a form of a full day or half a day.

Teleworking:

A method of carrying out work by staff outside the office with the help of information and communication technologies.

Q20**Do you have any feedback / comments / additional info that has not been covered in this survey?****Hybrid working: combination of teleworking and working from the office.****1. What is the Legal basis?**

Commission Decision C(2022) 1788 on working time and hybrid working.

2. Whom does this concern?

All Commission statutory personnel (officials, temporary agents, contract agents) (except special advisers), irrespective of function group and grade, as well as seconded national experts (SNEs) and local staff working in the Commission’s Representations in the Member States.

Commission staff members (officials, temporary agents, contract agents, local staff and SNEs) working in the EU Delegations are governed by arrangements determined by European External Action Service (EEAS) in close cooperation with the European Commission.

3. What about other types of staff?

The Commission Decision on working time and hybrid working does not apply to other categories of staff working at the Commission (e.g. trainees, service providers etc.). These categories of staff remain covered by the working time arrangements already defined by the competent authorities.

Working hours**4. What is the default working time regime?**

The default regime is flexitime. It means that you can choose your working hours. These hours should mainly fall within the working timeframe, i.e. between 8.00 and 19.00. You should agree your working hours with your line manager.

You should be available for interaction during your agreed working hours, but at least between 9.30 and 12.00 and between 15.00 and 16.30 (16.00 on Wednesdays and Fridays) unless you have agreed with your line manager on other time slots to be available for interaction or unless your DG has determined different time slots to be available.

5. Can services apply specific working time regimes?

DGs and Services can decide to apply specific working time regimes to the entire service. For instance, DGs and Services can decide that, in view of specific service requirements, it is necessary to set core hours during which staff are required to work. Before setting such specific working time arrangements, DGs and Services must consult DG HR and the Staff Committee.

6. Which staff members can be excluded from flexitime?

As was already the case under previous decisions, DGs and Services may exclude certain groups of staff from applying flexitime. They may determine fixed working hours or different working hours for these groups after consulting DG HR and the Staff Committee.

Note: the local working time arrangements already in force prior to the adoption of the Decision on working time and hybrid working remain in force.

7. Am I obliged to work flexible hours?

In agreement with your line manager, you are free to choose to work regular daily hours if you prefer. However, you should be available for interaction between 9.30 and 12.00 and between 15.00 and 16.30 (16.00 on Wednesdays and Fridays) unless you have agreed with your line manager on other time slots to be available for interaction or unless your DG has determined different time slots to be available.

8. When do daily working hours start to be counted?

As a rule, working time starts to be counted when you actually start working. The time when you enter your office building or any other building where you have to attend meetings is a reasonable proxy for defining when you actually start working. For teleworking, the time when you have logged into your account is a reasonable proxy. This rule should of course be applied with common sense.

Note: If you are not actually working, but only reachable during the availability timeslots, it may not be registered as working time in SYSPER.

9. Are there any indicative standard working hours?

Under the default flexitime regime, you decide when to start and when to finish, as long as this is compatible with the interests of the service. You should work mainly between 8.00 and 19.00. You can start your standard 8 working hours before 8.00 or work after 19.00, in agreement with your line manager. However, if you work outside the working timeframe, you should focus on tasks that do not require immediate interaction with other colleagues.

The Decision on working time and hybrid working has introduced a 'disconnection period' between 19.00 and 8.00. During these hours, staff cannot be contacted nor requested to work, unless it is an emergency, it was pre-agreed or in cases where the nature of work or tasks dictate availability during such hours. Line manager can determine the working hours in cases where staff fail to comply with the rules.

10. Am I obliged to start and end my workday within the working timeframe of 8.00 and 19.00?

It is possible to start your standard 8 working hours earlier than 8.00 or work after 19.00, as long as this pre-agreed with the line manager. However, you should focus on tasks that do not require immediate interaction with other colleagues.

11. I want to vary my working hours depending on the different days of the week. Can I set my working hours as I prefer, as long as I stay within the working timeframe?

In principle, yes. However, you should be available for interaction between 9.30 and 12.00 and between 15.00 and 16.30 (16.00 on Wednesdays and Fridays) unless you have agreed with your line manager on other time slots to be available for interaction or unless your DG has determined different time slots to be available.

Furthermore, in the interests of the service, you might need to work during a specific time. For instance, your line manager may require a minimum staff presence during certain hours, meaning that several colleagues could not be absent at the same time. This is particularly true for services with a 'desk function', where during the office hours a strong presence is needed and flexibility will need to be limited.

DG and Services may put limits to flexible working hours or set specific time schedules for certain categories of staff or for an entire service. Before adopting such derogations, DGs and Services must consult DG HR and the Staff Committee.

12. If I do not work flexible hours, am I obliged to record my working hours anyway?

Yes, there is an obligation to record the time you have actually worked. This is a requirement under the Working Time Directive and it is necessary to verify compliance with your rights as a worker.

For the time being, there is a default working time option for 8 hours in SYSPER that you need to validate at the end of each working day. However, alternative recording systems might be put in place by DGs in exceptional cases, owing to the nature of the duties or specific working conditions.

13. Can the current flexitime default regime accommodate colleagues working part-time?

Yes, but the flexible hours should be individually agreed with your line manager. The special provisions for part-time work must be respected.

14. I am temporarily on medical part-time work. Can I still work flexible hours?

In principle, the answer is yes but limited to changing the time at which you begin and end work. You should not work less or more hours a day than authorised for the medical part-time work. The medical part-time work is being granted because an official is not (yet) able to work full standard hours. Moreover, it has the objective to reintegrate staff members in the workplace. It would therefore not be appropriate either to work more hours than agreed upon, in order to earn credit hours to be recuperated at a later stage or to recuperate previous hours. Daily working times should therefore remain within the agreed medical part-time arrangement.

15. I had to work outside the working timeframe (e.g. during the weekend, or a public holiday or before 8.00 or after 19.00). Should this time be registered? Is this considered as working time?

Yes, work done outside the working timeframe (i.e. before 8.00 or after 19.00 Monday to Friday) or during weekends, public holidays or recuperation should be registered and is considered as working time. However, the main work should be done between 8.00 and 19.00 from Monday to Friday. Your line manager may decide not to accept this registered time for your flexitime balance if it was not preagreed or necessary in the interests of the service. Unless pre-agreed with your line manager, this should not become a recurring practice.

16. Which criteria are used by the line manager to decide when to accept work done outside the working timeframe if not pre-agreed?

Your line manager must decide whether the work outside the working timeframe is justified by taking into account the interests of the service. In this context, your line manager could typically take into account your work, the nature and urgency of the work to be performed, and the overall workload.

Managers must ensure that the overall work assigned to their staff is manageable within the context of a standard 40-hour working week, while having regard to inevitable peak periods during the year.

Interaction period

17. What is the difference between the time slots to be available for interaction and the old core hours?

Under the core hours, you had to work during the time slots. With the time slots for availability, you only have to be available or reachable from 9.30 to 12.00 and from 15.00 to 16.30 (16.00 on Wednesdays and Fridays). Being reachable does not mean you have to be behind your laptop; you must simply be able to answer or return a call or reply to an email within a reasonable period of time. In such a case, the period when you are only reachable is not counted as working time. It should be mentioned that you are still, in principle, expected to work as much as possible during the interaction timeslots to make organising meetings and

collaborating with others from other units easier. You also have to attend meetings and work if the line manager requires so.

18. Do I have to be available for interaction outside the interaction timeslots?

In principle, you have to be reachable during the interaction timeslots and during your (normal) working hours. However, it is possible to agree beforehand with your line manager on more limited periods during which you will be available, for example if you are in (a) meeting(s) or have to concentrate and focus on a project during which you should not be disturbed.

19. I am working part-time for 70%. Do the interaction timeslots also apply to me?

In principle the interaction timeslots apply to staff on part-time to the extent possible. If you have agreed with your line manager on a schedule where you work on Monday morning and from 14:00-15:30 in the afternoon, you do not have to be available from 15:30-16:30. However, you can agree with your line manager to have other hours during which you will be available for interaction.

20. Can I refuse to attend a meeting that does not fall within the interaction timeslots?

You cannot refuse to attend a meeting solely based on the reasoning that it does not fall within the interaction timeslots. However, a good practise is to organise meetings mainly during interaction timeslots so that the remaining working hours can be organised in a more flexible manner. As this is not always possible, staff should also be flexible and attend meetings outside the interaction timeslots.

21. What is the disconnection period?

The disconnection period is the time slot between 19.00 and 8.00 on working days, the weekends, the annual leave (half)days and other types of leave. You may not be contacted nor required to work during this period. You may be contacted or requested to work only in the following three case:

- Emergency
- Pre-agreement
- Where the nature of the work or tasks require availability during such hours.

You are also not obliged to check your emails after 19.00, unless you were pre-alerted or you were called because of an emergency. This period is there to ensure that staff can fully disconnect. It contributes to a better work-life balance.

22. What is considered as being contacted during the disconnection period?

The following are considered as contacts: calls, messages and e-mails specifically addressed to you that require you to work immediately. These contacts are not allowed unless they fall under one of the exceptions to the disconnection period.

E-mails or messages that are addressed to someone else with you in copy, requiring no immediate action from you, or addressed in general to the staff, such as official communications, are not considered as being contacted.

23. Do I have to be connected all the time between 8.00 and 19.00 or be reachable?

No. This timeframe is to be understood as a recommended schedule within which you should perform your standard 8 working hours. Staff are not expected to be on standby duty when they are not working during certain hours in this working timeframe.

24. Should I register my daily working hours manually?

Registration of your working hours is done in SYSPER. This is also where you need to indicated whether you have worked from home or from the office (or you were on mission). This is a requirement under the Working Time Directive and it is necessary to verify compliance with your rights as a worker.

SYSPER is set by default for 8 hours: 8.30-12.30 and 13.30-17.30. This can be changed to match the actual working hours. For the time being, registration remains manual. Any changes on this will be communicated in due time.

25. How often do I have to register my working hours?

It should be done on a daily basis. SYSPER TIM allows you to go back in time for only 6 calendar days. At the beginning of each month n+1, when double checking that there is no mistake in the timesheet before sending it for validation to your line manager, it is still possible to encode working hours for the missing (week) days.

26. I have introduced the wrong working hours into the flexitime presence system. Can I correct them and, if so, how?

You may correct your working hours in SYSPER for the previous 6 calendar days only. If the time has elapsed, you can still add your missing working hours when you verify your timesheet at the beginning of each month n+1, before sending it for validation. Your Leave Manager (GECO) can offer you further information on recording daily working hours.

Note: it is important that you check the quality of your timesheet both in terms of hours recorded and place of work. This data is used for reporting. Furthermore, mistakes must be corrected by Leave Managers (GECOs, HR.D.1), which is time consuming for both the staff member and the Leave Manager.

27. Can I record my working hours in advance?

Yes, you can. However, any hours indicated in advance in SYSPER will have to be confirmed on the day itself or within 6 days after the day concerned.

28. What happens if I do not record my working hours?

If you do not record your working hours, you automatically receive an 8-hour debit for each unrecorded day (applied pro-rata, for staff working part-time). A monthly debit balance may usually not exceed 20 hours. Higher debits will lead to a corresponding deduction of your annual leave.

Recording working hours and sending your monthly timesheets for validation by your line manager is an obligation under the Decision on working time and hybrid working. Consistent failing to comply with this obligation should be taken into account in the appraisal reports and can prevent a promotion.

29. What do I have to record for annual leave or sickness?

Nothing. If the request for annual leave has been approved and sickness has been registered, this will automatically register in SYSPER 8 hours in the case of a full day and 4 hours in the case of a half day. This is applied pro rata for staff working part-time.

Please note that, you should validate your monthly timesheets (even if empty) when you are back at work to carry over any credit hours or debit hours from the previous month(s).

30. Why do I have to take a minimum 20-minute rest break?

This provision stems from health and safety EU legislation, which imposes a rule that after a certain number of working hours, staff must take a rest. According to the Interpretative Communication C(2017) 2601, you need to take a minimum of 20 minutes of rest if you work more than 6 hours consecutively.

31. I am doing job-sharing. How do I record my working hours?

Job-sharing is a part-time formula (50%) where two persons share the same post. Your minimum working-time obligation is accordingly 20h per week and you record your daily working hours normally in SYSPER. Working hours shall be shared between job-sharing partners in a manner that they fully cover the duration of an entire working day. Extra hours worked without overlapping can also be recorded and added to the monthly balance.

Recording time in mission

32. How many hours per day can I record for a mission?

You should record the working hours as well as the travelling time, including when this takes place on weekend or a public holiday.

33. If the mission involves work on a weekend or on a public holiday - for example, a conference organised on a Saturday and Sunday - how is this accounted for?

When on mission, you should record all your working hours and your travelling time, even if it takes place on a weekend or on a public holiday.

34. For an outside meeting starting on Monday, I had to travel on Sunday or on a public holiday. Is this travelling time considered working time?

Yes, travelling time during the weekend or on a public holiday to or from the place of mission should be registered as working time.

35. I am on a mission on Monday and Tuesday. I have agreed to normally come to the office on Thursday and Friday. Do I still need to come on Thursday and Friday to the office or does the time on the mission compensate for this?

It depends. Time spent on a mission is considered as time spent working at the office. Therefore, you would have fulfilled the 40% minimum of working at the office. However, as you agreed on different time slots to telework (Monday – Wednesday), your line manager must agree that you change the timeslots for teleworking to Thursday and Friday for this week.

36. How should I record my working hours in SYSPER when on mission?

This of course depends on the length of the mission. If your secretary has a delegation, s/he can record the mission hours for you daily. For short-term missions, you should record your working hours as soon as you are back from your mission. Should 6 days have elapsed, and you had not the opportunity to record your mission working hours, you should refer to your Leave Manager (GECO).

37. After a mission ending on a Friday evening, I stayed on in the place of the mission until Sunday morning in order to benefit from a reduced-price air ticket. My service agreed to this. Does the Saturday spent in the place of mission count as working time?

No.

38. Where a mission finishes with an overnight flight and a morning return to the place of work, half a day's compensation may be granted. When can I take that half day off?

This half-day of compensation should in principle be taken on the day you return to the office (morning or afternoon). However, if this leave cannot be taken immediately upon return, as for example you immediately have to write a report, this half day of leave should be taken in due course after your return. This half-day should be recorded by choosing the "compensation after an overnight flight" option of the daily time recording application in SYSPER.

39. When travelling on mission during the week, can I consider the travel time as working time?

Yes, travelling time during the week to or from the place of mission can be credited as working time. You should select in the type of period "mission" to record your working hours.

40. After a mission, I stayed on the place of mission and took some holidays. May I credit the travel time back to my place of work as working time?

If the mission is combined with leave after your mission, the travelling time back to your place of work could be counted as working time. The same reasoning applies when leave days are taken before a mission.

Recording time for Medical appointments and breastfeeding

41. Is time spent at a medical appointment considered as working time?

Only the annual medical visit, as foreseen under the Staff Regulations and the flu and Covid vaccinations organised by the Medical Service (for more specification on vaccination see next question below), is counted and may be recorded as working time at the workplace. The Preventive Medicine 3-5 year health-screening cycle examinations organised by the PMO, which are not compulsory, can be counted as working time under certain conditions (see next question below).

Other medical appointments during working hours do not count as working time. They should, whenever possible, be arranged outside the time slots in which you need to be reachable. In accordance with the reasonable accommodation principles for colleagues with disability, long-term illness/medical conditions

and the relevant Commission Guidance, the line manager, in line with the Commission's duty of care, should make a case-by-case assessment where a colleague's condition might require frequent or regular medical visits.

42. How do we account for time spent on an annual examination by the Commission Medical Service?

All medical examinations performed under the compulsory annual medical examination are considered as working time at the workplace up to a maximum of 8 hours for a person working full time (this number of hours is to be reduced proportionately for a person working part-time).

If you prefer to have an annual check-up with your own doctor, you should, as far as possible, try to set the appointments for your external examinations outside of the timeslots during which you need to be reachable.

When that proves impossible, the line manager may authorise you to derogate from the timeslots during which you are expected to be reachable. The time needed for the external examinations is not counted as working time.

The Preventive health-screening cycle examinations organised by the PMO which take place after 3-5 years' service are counted as working time up to a maximum of half a day (=4h). Offsetting may be used depending on the timings of the medical exam, please see question 62 for more information on offsetting.

The yearly vaccinations which are organised by the Medical Service can be counted as working time and as work at the workplace. In case you are working at a place where the Medical Service does not provide for either the flu or covid vaccination, but you are considered to be part of a vulnerable category and the vaccinations are recommended, the vaccinations given elsewhere may be counted as working time for a maximum of 1 hour.

43. Up to two hours per day may be granted for breastfeeding. Is this considered working time?

Breastfeeding time is considered as working time for up to 2 hours a day. Any such absence, which must be taken around lunchtime, has to be agreed in advance with the line manager. Please find more information here: [Time allowed for breastfeeding \(europa.eu\)](https://europa.eu)

44. Do the rules for breastfeeding count in the same way for working at the office and teleworking?

As working at the office and teleworking are considered as equivalent ways of working, the normal rules apply for working at the office and teleworking.

Recording time for training and internal personnel support services

45. How will days of professional training be accounted for under the flexitime rules?

The rules state that professional training, which is approved by the hierarchy according to the rules in force and is in the interests of the service and not at the personal interest of a staff member, is considered as working time.

In such a case, staff should record the total duration of the course as working time. The minimum lunch break should be 20 minutes. If staff work at the office prior to or after the course, additional hours can be added for the same day. If staff work at the office prior to or after the course, travel time between the office and the training is also included as working time.

If staff does not go to the office the day of training, they should count working time from the moment they arrive or leave the training course accordingly.

Part-time staff can only follow courses during their agreed working hours (as training time is counted as working time).

Courses requested at the personal interest of a staff member (e.g. language courses not in the interest of the service) they do not count as working time.

46. Is the participation to a lunchtime conference or languages conversations' tables considered to be working time?

Lunch time conferences are also counted as working time, (provided they have been previously approved by the line manager in EU Learn and that they are in the interest of the service) in their entirety, minus the 20 minutes obligatory lunch break.

47. I currently participate in a certification course. What do I encode for each day?

One certification day course equals to a flat-rate of 8h.

48. What about time spent on Commission internal personnel support services?

Consultations with the Commission internal personnel services, e.g. DG HR, PMO, Medical Service and the Psychosocial Teams, the SCOP, the confidential counsellors etc., are a provision by the employer considered to be carried out in the interest of the service and thus count as working time. For example, if not on sick leave, medical examinations required by PMO as follow up for an accident or appointments with social workers count as working time and can be registered as "work at the workplace". Time recording should include the total amount of the meeting hours

49. I participate in an EPSO external or internal competition, or a selection/recruitment procedure organised by an EU Institution or Agency or Body. How shall I record these hours?

When a colleague is participating in an external competition organised by EPSO or another Institution, Agency or Body, special leave should be granted where necessary, as per rules of Commission Decision C(2013) 9051 of 16.12.2013 on Leave.

When a colleague is participating in an Internal Competition, he/she records the necessary hours in SYSPER as "working time" having informed their Line Manager in advance.

Alternatively, due to confidentiality reasons some colleagues might prefer not to inform their hierarchy about participating in internal competitions the colleague can make appropriate use of their Annual Leave.

50. Can I accumulate excess hours and, if so, how?

Any time worked in excess of the standard working day (8 hours for someone working full-time) in principle creates a credit balance with credit hours. Credit hours can usually not exceed 2 hours per working day (i.e. 10 hours of full-time working time a day). This threshold is linked to the necessary work life balance and wellbeing of staff. In exceptional circumstances, the line manager may authorise that more than 2 hours a day are counted.

Your credit hours are transferred to the following month with no limit, once accepted by your line manager. However, your manager must ensure that the overall work assigned to you is manageable within the context of a standard 40-hour working week, while having regard to inevitable peak periods during the year. The main objective of the flexitime scheme is daily flexibility (adapting working hours), not recuperation. Flexitime is not a way to accumulate excess hours in order to request recuperation in the form of days or half-days. Furthermore, recuperation is linked to the interests of the service and is not a right.

51. I registered extra hours in my timesheet, can these be refused?

Line managers must assess whether credit hours recorded in the timesheet are justified by the staff member's work. If the line manager considers that the hours recorded in the timesheet are not justified based on the output of the staff member's work, the line manager will clearly explain the reasons for correcting or rejecting the number of hours to be carried over.

52. How many credit hours and debit hours can I carry over to the next month?

There is no limit for credit hours to be carried over to the next month. However, only 2 extra hours per normal working day will be counted towards your flexitime balance even if you record more extra hours. Your line manager may decide when validating your timesheet to add extra hours.

For your debit hours, a maximum of 20 hours in debit may be carried over into the next month. Staff should work longer hours during (at maximum) the following six calendar months. It is important that this debit be offset in maximum 6 months.

Above 20 hours debit or in case the debit hours are not offset within 6 months, the absence may be converted into annual leave and, thus, may be taken from your annual leave balance.

53. By the end of the month, I have accumulated a flexitime debit balance. What should I do?

A monthly debit balance should be avoided and offset as soon as possible by working longer than the standard daily 8 hours subsequently. For a debit balance in excess of 20 hours at the end of the monthly accounting period, unless you could not offset the debit balance due to service reasons, sick leave or force

majeure, the debit hours will be considered an unauthorised absence and will be offset accordingly by a deduction of a corresponding number of half or full days of annual leave in the following accounting period.

If you still have a debit balance after 6 months of your first debit balance, these debit hours will be considered as an unauthorised absence and will be offset accordingly by a deduction of a corresponding number of half or full days of annual leave in the following accounting period.

54. The credit balances achieved each month, are they cumulative?

Yes. There is no limit to the carry-over of the credit balance. Managers should, however, pay attention in case of an excessive number of hours being cumulated. The Commission finds it important to ensure that its staff enjoys a good work-life balance.

Regardless of the amount of credit hours accumulated and depending on your grade, a maximum of 2 days (or 4 half days) can be recuperated. Such recuperation is always subject to approval from your line manager. It may be granted if the credit hours are justified by the staff member's work and if the interests of the service allow for it. Next to recuperation, you can offset the rest of the hours accumulated.

55. Who can recuperate? Is this possibility limited to certain grades?

Article 55(4) of the Staff Regulations provides that officials and temporary agents with a grade of 9 and above (AST or AD) may not recuperate entire working days, only half days. All other categories of staff working under the flexitime regime can recuperate full days.

Managers receiving the management allowance cannot request flexitime recuperation of entire days or half-days. They may, however, offset working hours in excess and must manage their working time in agreement with their superiors.

56. I am an official or temporary agent of grade AST9/AD9 or above. Can I request two half days of recuperation during the same day?

No. Article 55 of the Staff Regulations does not allow this. Under the flexible working time arrangements, entire working days of recuperation cannot be granted to officials in grade AD/AST 9 or higher.

57. I am an official or temporary agent of grade AST9/AD9 or above. Can I request half a day of recuperation and half a day of normal leave on the same day?

Yes, with the agreement of your line manager, you may combine one half-day of recuperation with one half-day of annual leave to be a full day out of office.

58. I have accumulated a credit balance of hours during the month, am I entitled to recuperate them?

As a general rule, a monthly credit balance can preferably be offset by shorter working days compared to the daily average of 8 hours. As a second option, staff members eligible for recuperation may request recuperation of the credit hours in the form of half a day or a full day. Such recuperation is always subject to the approval of your line manager. It may be granted if the credit hours are justified by your work and if the interests of the service allow for it. In principle, if the extra hours recorded in the previous timesheet(s) were validated, the extra hours are justified.

59. When can I recuperate credit hours? Do I necessarily have to take them in the following month?

Credit hours do not have to be recuperated necessarily in the month which follows the month they were accumulated. Hours credited in January can be transferred to February, to March and recuperated in April. Offsetting hours should be favoured over recuperations.

Please note that credit hours are not carried over in case of interruption of the service (i.e. CCP, contract interruptions for temporary or contract agents and SNEs etc.). In such cases, as recuperation is not a right. Positive or negative balances have to be offset prior to the interruption of contract.

60. I know I will have to work extra hours this month. Can I already take a recuperation day even if it will lead to a negative balance for the moment?

No. You can only take recuperation if you have enough credit hours from the previous month(s). The purpose of recuperation is to rest from the extra work already done.

61. What is the point of carrying credit hours to the following month if I can only recuperate up to two days per month?

You can indeed take up to 2 days or 4 half days of recuperation each calendar month, provided that the credit hours are justified by your work and if the interests of the service allow it. The remaining hours should therefore be offset by working shorter daily periods in the following month(s) or recuperated in one of the following months.

62. Is there a limit to how many hours I can offset before it should be taken as half/full day of recuperation instead?

The limitations regarding offsetting and when you can offset should be agreed with your line manager taking into account the interests of the service. The interaction timeslots provide a good framework for this purpose. This means that staff should work at least 2,5 hours in the morning and 1,5 hours in the afternoon (1 hour on Wednesdays & Fridays; see also Question 7) or otherwise should ask for recuperation (or use a type of leave). Please keep in mind that you cannot offset entire mornings and/or afternoons, as this requires a request for recuperation.

63. Can I combine a day of recuperation with annual leave?

Yes. However, be aware that if you are asked to come back to the office during a day of recuperation, this will be at your own expenses. If it is during the day of annual leave, your costs will be reimbursed based on Article 5 Annex V of the Staff Regulations.

64. I have to work overtime occasionally, for which I am compensated/remunerated under Article 56 of the Staff Regulations. Can I, nevertheless, also request recuperation under the flexitime scheme?

Yes, but of course, only hours which have not been yet compensated as overtime; the hours which are compensated/remunerated as overtime cannot be recuperated for a second time under the flexitime scheme.

Please note: This also applies to staff who benefit from an overtime flat-rate.

65. Is recuperation a right, or can it be refused by my superior?

Your request for recuperation is not a right and can be refused by your line manager if he/she consider that your credit hours are not justified by your work and/or that if your recuperation is not in the interests of the service on the day(s) or half day's) you proposed.

66. I requested flexitime recuperation to visit my family abroad and planned my travel accordingly and I was asked to cancel my flexitime recuperation for work-related purposes. Can I ask for the reimbursement of my travel expenses?

Article 5 of Annex V of the Staff Regulations stipulates that reimbursement of incurred costs is possible if annual leave is cancelled in the interests of the service. The implementation provisions are to be found in heading "III d Cancellation of annual or special leave – Section 2 at the immediate superior's request" of the Commission Decision on Leave C(2013) 9051 of 16 December 2013.

These provisions do not apply to the cancellation of flexitime recuperation because flexitime recuperation is considered as a way for managing working time and is not assimilated into leave. Flexitime recuperation is linked to the interests of the service, it is not a right, unlike annual leave. Staff concerned can therefore not ask for reimbursement: all financial engagements are taken at their own risk.

67. Can credit hours not recuperated be paid as overtime?

No, credit hours earned under the flexitime scheme are not considered as overtime under the terms of Article 56 of the Staff Regulations.

68. I worked while on leave, sick leave or flexitime recuperation: can I record these hours in my timesheet and will they be added to my credit balance of working hours?

While on annual leave: if a staff member is requested by their line manager or decides at their own initiative to interrupt their annual leave for work-related reasons, they may cancel their annual leave and record their working hours in TIM. Such a cancellation can be made only for full days (8 hours) or half days (4 hours) of annual leave.

While on sick leave: a staff member should not work and if they do, such hours should not be counted as working time. Please note that if these hours are recorded in the system, they will not be counted as working hours at the validation stage to prevent staff from working while on sick leave.

While on flexitime recuperation: if a staff member works during part of a half or full day of recuperation, such hours can be recorded in TIM and can in principle be accepted as working hours by your line manager at the validation stage. The half or full day of recuperation will nevertheless be counted against the maximum limit of 4 half-days/2 whole days recuperable each month, unless it has been cancelled in advance.

69. I worked several hours during the day and I then left the office because I fell sick. Will the hours worked be counted?

If you worked several hours on a given day prior to falling sick, these hours should be recorded in the system and will be counted. The Leave Manager (GECO) will introduce the sick leave as of the moment you leave the office and a comment to this effect will be added in the appropriate box.

If the hours recorded are less than 4 hours (in case of falling sick in the morning or when you are supposed to work only half day) or less than 8 hours (in case of falling sick in the afternoon when you are supposed to work full day), the system will generate a debit which can be cancelled by the hierarchical superior at the time of validating the monthly timesheets.

Example: a staff member was supposed to work the entire day and fell sick in the morning after having recorded 3 hours of work. The entire afternoon will be considered as sick leave. As for the morning, the 3 hours of work will be recorded and the debit of 1 hour (4 - 1) can be cancelled by the hierarchical superior at the time of validating the monthly timesheets.

70. I am on sick leave but feel better. Can I come back to the office earlier than the date indicated on the medical certificate?

If during sick leave you feel better and decide to resume work earlier than initially expected, you can in this context record your working hours, provided that you cancel your sick leave first. You do not need to submit a medical certificate attesting that you can resume work. However, in case you of sick leave covered by a medical certificate, it is important that the Medical Service is informed to modify the absence in the system.

Therefore, upon returning to work from sick leave covered by a medical certificate, you should:

- 1) inform the Medical Service accordingly by email to the relevant functional mailbox (e.g. hr-bxl-certificats-medicaux@ec.europa.eu, HR-LUX-SERV-MEDICAL@ec.europa.eu, HR-ISP-CERTIFICATS-MEDICAUX@ec.europa.eu) and
- 2) contact the GECO in order to cancel the sick leave in TIM. In case your sick leave is not covered by a medical certificate, you can cancel the sick leave in TIM yourself and in case of technical problems you can notify the GECO who will help you to cancel it.

71. I have taken a day of annual leave. Can I modify it into a day of flexitime recuperation if I have the necessary credit hours?

No. If you have taken annual leave, you cannot replace it by flexitime recuperation or another type of leave subsequently.

72. During a day of recuperation, I feel ill. Can I modify the day of "recuperation" into a day of "sick leave"?

No, once the recuperation has been started, it is not possible to change the reason for the absence from "recuperation" to "sick leave". The only exception could be where a sick leave started already before a scheduled recuperation; in that case, the recuperation request could be withdrawn. You should provide a medical certificate and inform your line manager and leave manager before 9:30 in the morning on the day itself at the latest. Otherwise, the only case where recuperation can be cancelled a posteriori is when you are requested to come back to the office under exceptional circumstances.

73. Is there any link between flexitime recuperation and the possibility of carrying over a maximum of 12 days of annual leave to the following year?

The only criterion to be taken into account for the carry-over of more than 12 days of annual leave is whether the person was prevented for service reasons and/or for health reasons from taking their annual leave.

74. Can I recuperate credit hours on a systematic basis and recuperate all my Wednesdays or Fridays for instance?

No. The main objective of flexitime is to give staff flexibility in their working time. It does not have the purpose to indirectly create an ad hoc work pattern. It has not been implemented in order to accumulate extra hours with the simple aim of getting recuperation in the form of half or full days off, either systematically or not. A person who would like to take a day off every week should choose another formula such as 'part-time' or 'time credit' (special part-time).

75. If I am working part-time, can I also recuperate, and how much?

Yes, you can also recuperate. Like for colleagues working full-time, there is no limit to the carry-over of the credit balance. While working more hours than the agreed schedule is not encouraged, part-timers are (like colleagues working full-time) authorised to register a maximum of 2 hours beyond their normal working time pattern per working day. Like for everyone, offsetting should be preferred over recuperation. Concerning the latter, provided you have enough credit balance, you can also recuperate two days, which are based on a pro-rata calculation.

76. What happens to my credit hours or debit hours when I change DG?

SYSPER automatically carries forward the debit or credit balance to the new Commission DG/Service post, so any credit or debit will automatically go with you to your new service.

77. What happens if I have a positive/negative flexitime balance when definitively leaving the Commission services?

A positive time balance cannot be financially compensated and will be lost when leaving the Commission services. A negative flexitime balance, however, will be deducted from any remaining annual leave entitlements, and if these entitlements are insufficient, may be deducted from the salary. It is therefore strongly recommended to organise your work to have a neutral balance or have a (small) positive balance before leaving the Commission.

Teleworking

78. Who can be excluded from hybrid working arrangements?

Staff whose tasks are incompatible with teleworking are excluded from hybrid working arrangements. DG HR will set up a non-exhaustive register of types of tasks incompatible with teleworking.

79. I am new at the Commission, can I telework immediately?

Yes, if your tasks are eligible for teleworking. To organise your teleworking, you need to discuss this with your line manager first and together agree on a teleworking arrangement. It is recommended that you spend a substantial amount of time at the office in the beginning to meet your team and other colleagues. The framework is flexible enough to enable you to adapt your presence at the office or work from home as you settle in your responsibilities. Be aware that your line manager needs to agree with the changes as well.

80. How many days can I telework?

The Decision on working time and hybrid working includes to right to telework for up to 20%. The possibility to telework can be increased to up to 60% if agreed with the line manager. If the line manager decides it is required in the interests of the service (e.g. you need to concentrate on a project), you can also telework more than 60% during the week, up to 100%.

81. Should I telework only for half days or full days?

In principle, no. The Decision on working time and hybrid working lays down certain percentages of your working week, e.g. 20%. The way in which you choose to spread your amount of teleworking over the week is up to you, subject to the agreement of your line manager.

For instance, you could decide to telework for two hours in the morning and then work at the office for the rest of the day.

82. I agreed with my line manager that I work at the office for 40% of my weekly working, how should I count the 40%?

The percentage of 40% should be counted based on a normal 40h working week (which applies pro-rata to staff working part-time). Therefore, if you work full-time, you have to spend (at least) 16h at the office during the week. If you have a busy week and you work 16h at the office, but you telework for 28h, you have fulfilled the agreement of 40% working at the office.

For the normal part-time formulas, the following minimum hours and minutes at the office per week apply:

- 95%: 15h and 12min
- 90%: 14h and 24 min
- 80%: 12h and 48 min
- 75%: 12h
- 70%: 11h 12 min
- 62,5%: 10h
- 60%: 9hours and 36min
- 50%: 8h

83. If I work at a different building than the one I am assigned to, is this still considered to be working at the office?

Staff need to work in principle at their assigned office to collaborate with their team or the rest of their unit. Therefore, working at a different office is in principle not considered as part of the minimum 40% of the weekly working time at the office. Without prejudice to the application of business continuity plans, only if the manager agrees and for reasons of (proximity to) meetings in other buildings or different teams of one unit located in different buildings working in other Commission buildings may be considered as working at the office.

84. How can I get a hybrid working arrangement?

You should discuss with your line manager how much during the week and when you would like to telework and come to the office. Keep in mind that 20% of teleworking during the week is a right and if you would like to telework more you should agree with your line manager the amount. Only the line manager can indicate that you may telework for more than 60% during the week.

It is important to keep in mind that open communication is important from all sides, including within the team. The flexibility should not jeopardise the quality of work but should still allow for direct interactions with the team and other colleagues.

85. Do I have to register in advance in Time recording my presence at the office agreed by mail with my line manager?

Yes, you should register your presence at the office or whether you are teleworking in the dedicated IT tool (usually SYSPER) in advance and confirm it on the given day. This makes it easier for managers to see who will be in the office and who will be teleworking on a given day.

86. Can a manager refuse a request to telework?

The line manager cannot refuse 20% of working time as teleworking during the week on a consistent basis. However, the line manager may instruct you to telework on a different timeslot during the week than you have indicated. Moreover, in the interests of the service, your line manager can be requested to come to the office on the day you are supposed to telework.

Beyond 20% of your working time, and up to 60%, your manager may refuse a request to telework for duly justified reasons. This refusal can cover the whole request or part of it. For example, if you ask for teleworking for 40% per week, your line manager may refuse but may agree for you to telework 30% of the week.

87. What can I do if my manager does not let me telework for more than one day?

Line managers have some discretion in implementing teleworking to take into account the constraints in their service or team. If you disagree with the decision of your line manager, you may:

- contact your HR Correspondent to seek guidance or to set up an informal dialogue with your line manager;
- contact the Mediation Service, which can help you solve the disagreement;
- introduce a complaint under Article 90(2) of the Staff Regulations.

88. Should I use a special format to request a hybrid working arrangement?

No. It is up to you and your line manager to agree on a format. The arrangement can be agreed for example via e-mail or even orally.

89. For how long is the hybrid working arrangement valid?

If you have an agreement to telework for 20% of your working time, the agreement and the timeslots indicated are valid for a period of six or twelve months, which can be renewed in a formal or informal manner. If you have an agreement to telework more than 20% of your working time and the timeslots, it is valid for six months, which can be renewed in a formal or informal manner.

90. Can my Director-General impose stricter rules on teleworking than 60% of the weekly working time?

The Decision is based on a cascade approach: the Director-General has the option to limit the amount of teleworking time to a minimum of 20% of a weekly working time for the staff that are eligible to telework. In case the Director-General does not decide to limit this percentage, the Director can decide to limit it. If the Director does not decide to limit the option to telework, the line manager may decide to limit it to 20% of the weekly working time. The limitations set by the Director-General, Director and/or head of unit must be based on duly justified reasons related to the needs of the service.

91. I have agreed with my line manager that I will telework every working day from 8.00-10.00 and come to the office afterwards. However, tomorrow I need to be home the whole day, is that possible?

If your line manager agrees, you can exceptionally change your agreed teleworking timeslot for a different one on an ad hoc basis. In this case, your line manager can also agree to grant you an additional teleworking timeslot (e.g. from 10.00-17:00) only for this week. The extra time slot should not result in more than 60% of teleworking this week.

92. I would like to modify my hybrid working agreement. Is this possible even though the six months have not expired yet?

In agreement with your line manager, you can modify your hybrid working agreement. However, this new arrangement only becomes applicable after one month.

93. Do I have to telework during official hours?

The working time rules apply in the same manner whether you are working in the office or from home: you should work mainly between 8.00 and 19.00.

94. Can I telework without specifying the timeslots in which I do so?

No. You have to inform your line manager of at least the approximate timeslots during which you are planning to work in the office and during which you are planning to telework; and she/he has to agree, formally or informally. Moreover, the line manager may decide on specific time slots during which you have to be present at the office.

95. I have agreed with my line manager to telework on Monday, Tuesday and Friday. My line manager requires me to come to a meeting involving external stakeholders on Tuesday, is this allowed?

Yes, based on grounds related to the interests of the service, a line manager may require staff members to come on days that the staff member had agreed as teleworking day. Depending on the needs of the service, you and your line manager may agree to change your teleworking day for that week, or you may be required to come to the office three days.

96. Can my line manager require me to come to the office 100% of the weekly working time?

Yes, based on grounds related to the interests of the service a line manager may require staff to come 100% of the weekly working time to the office. However, it is important that the reasons are clearly explained to the staff member and that the length of the period during which 100% office presence is needed is clearly communicated.

97. I am teleworking and my manager called me this morning to attend an unforeseen meeting in person this afternoon, is this possible?

Yes, the line manager can require you in the interest of the service to come to the office on a day you are supposed to be teleworking. This is why teleworking should be done from a place that allows you to physically come to the office within a reasonable time without being dependent on the hazard of transportation.

98. What can be considered as interests of the service for which a line manager may require me to come to the office?

The following is a non-exhaustive list of possible exemplary reasons which could fall under the interest of the service, for which the line manager can require staff to come to the office:

- Meetings with external stakeholders to be conducted in person
- Meetings with other institutions
- College preparation related work
- Physical visits of stakeholders
- Meetings with colleagues of other DGs
- Running and chairing of conferences
- Unit meetings
- Integration of newcomers in the unit (both from outside the Commission and from other units/DGs)
- Projects for which staff need to brainstorm extensively in person
- Team buildings/team events

99. I have not followed the pre-agreed schedule on a regular basis even though my line manager requested me to do so repeatedly. Now my line manager wants to impose working hours and teleworking patterns. Is this possible?

The line manager may unilaterally determine the working hours of that staff member and/or the telework patterns, based on duly justified reasons. It is important to discuss the situation with the staff member before such a decision is taken, define its timeframe and foresee a review when the situation can be reassessed, e.g. 6 months.

100. What if I do not come to the office when my line manager requires me to or come less than 40% of the weekly working time to the office?

If you are not coming to the office when required or come less than 40% of the weekly working time agreed, the days you were supposed to come might be considered as an unjustified absence. If this happens on a regular basis, disciplinary actions might be taken..

101. Can my line manager authorise me to telework for more than 60%?

Where the line manager considers that it is necessary in the interests of the service, a staff member may be authorised to telework more than 60% (up to 100%) during the week. Such authorisation is exceptional and should be limited to one week. It can only be given by the line manager on an individual basis.

An example of a work-related reason justifying more than 60% of teleworking during a week would be the need to concentrate on a project away from the office environment. This measure may also accommodate personal reasons if the person would otherwise be constraint to take a leave and not work (e.g. sick child that is old and autonomous enough allowing the staff member to telework)

102. I have broken my leg and should keep it up all the time. I cannot come to the office, but I would like to telework until I can walk properly again, is this possible?

Yes, this is possible. However, you should provide the Commission's Medical Service with a medical certificate that indicates that you have a mobility issue and that you can telework. A medical officer of the Commission may proceed with the necessary verifications (see the next question for the procedure to follow).

103. What is the procedure to request for telework 100% because of temporary health issues impacting mobility?

The mobility issue based on a temporary health issue must be certified by a doctor and notified to the Commission's Medical Services (HR-MAIL-D3@ec.europa.eu for staff working in Brussels, HR-LUX-SERV-MEDICAL@ec.europa.eu for staff working in Luxembourg and HR-MAIL-D5@ec.europa.eu for staff working in Ispra).

If the Medical Service gives a positive opinion on whether the health issue is temporary and only impacting mobility then the line manager may authorise the 100% telework if the tasks are compatible with telework.

If your tasks are not compatible with telework, you should be on sick leave for the duration of your health issue.

104. I have Covid, but only mild symptoms that do not impact my ability to work nor my mobility. However, I do not want to contaminate my colleagues, is it possible to telework?

If you are sick, you should be on sick leave to recover. Nevertheless, if you feel it does not impact your ability to work, to protect your colleagues from viruses, your line manager may exceptionally authorise you to telework more than 60% for that week based on the necessity of the service.

105. My line manager and I agreed that I will be working 2 days at the office. I am absent one of these two days due to annual leave/public holiday/special leave/time credit or sick leave. Do I need to work another day at the office to compensate?

If your absence is justified on a day that you are supposed to work at the office, in principle, this day does not have to be compensated. Thus, for example, you agreed to come to the office on Monday and Wednesday, and Monday is a public holiday. In principle, you do not have to compensate for the Monday and work another day at the office besides Wednesday. Of course, you are always allowed to come to the office during other timeslots than agreed upon. .

However, your line manager may, for duly justified reasons, require you to compensate for your absence during such weeks by working at the office on another day than pre-agreed. If not pre-agreed, your line manager may also require you to come to the office because of the interest of the service.

106. I telework for 60% and agreed to come to the office on Monday and Tuesday. If I take a day of time credit on Monday, should I come to the office on another day besides Tuesday to compensate?

When you use your time credit day in a week, it should be treated the same as when you take an annual leave day. Thus, when you take a day of time credit on a day or during a timeslot that you have agreed to normally come to the office, you do not need to come to the office on another day or on another timeslot to compensate. Of course, if you want to, you are always allowed to come back to the office during other timeslots than agreed upon.

Nevertheless, if you use your time credit days in a recurrent way on the day(s)/timeslots you have agreed to work at the office, e.g. every Monday, you must agree with your manager to work on other days/timeslots at the office.

The usage of the days of time credit does not have an impact on your working pattern. Therefore, unless the day of time credit is (exceptionally) taken on an office day or during a time slot at the office, you are required to come the same amount of time to the office as the time agreed with the manager for weeks in which you are not using a day of time credit (i.e. 16h for a full-time work pattern in case of an 60% telework agreement).

107. Am I covered against accidents while I telework?

Officials, temporary agents and contract staff, and local agents in the Commission Representations are covered against the risk of accidents regardless of whether they take place at the office or elsewhere, including your place of telework.

Place of teleworking

108. Where should I telework from?

Telework should in principle be performed at the place of employment or at no greater distance therefrom as is compatible with the proper performance of the duties. Usually, this will be working from your declared place of residence. Telework at another place close to the official's residence is also accepted provided there is a good connection, confidentiality of the work can be ensured, and staff members can come to the office within a reasonable time without being dependent on the uncertainties linked to transportation.

In particular, staff should in principle telework within the country where their place of employment is located. Staff whose place of employment is Luxembourg, may telework from neighbouring Member States, provided that the above conditions are respected. The Director-General of DG COMM may determine whether any of the Commission's Representations fulfil such conditions. The Director-General of the JRC may do the same with respect to the JRC sites outside of Brussels and Luxembourg.

Telework outside the place of employment

109. Am I allowed to telework outside the place of employment?

Yes. You may telework outside the place of employment for up to 10 days per calendar year, subject to the agreement of your line manager. Requests for teleworking outside the place of employment should be recorded in SYSPER under occasional telework ("Telework away from the place of employment"). This request should include the address of the place from which you will be teleworking.

The specific procedure to request telework outside the place of employment can be found on: Telework & Hybrid working (europa.eu).

110. Am I allowed to use the 10 days of telework outside the place of employment to telework at my place of residence?

No, this is not possible. If you are teleworking from your place of employment/residence, the normal rules apply and these cannot be circumvented with using the 10 days. Hence, you have to come at minimum 40% of your weekly working time to the office.

111. My line manager has not yet agreed to my request to telework outside the place of employment, can I telework from the indicated place anyway?

No, it is not allowed to telework outside the place of employment before the line manager has officially approved the request. If your request is refused, the days will be considered as unjustified absence.

112. Do I have to take all the 10 days of telework outside the place of employment at once or can they be split?

The 10 days of telework outside the place do not have to be taken all at once but can be split.

113. Must the 10 days of telework outside the place of employment be combined with annual leave?

No. These days do not have to be combined anymore with annual leave. Of course, if you would like to combine it with annual leave or parental leave, it is possible. However, your line manager may decide that it is not in the interest of the service to have you gone from the place of employment for a prolonged period.

114. In July, I would like to use annual leave to cover the mornings and use telework outside the place of employment to work from my holiday address during the afternoons, is this possible?

Yes, this is possible. If you are on a full-time schedule the 10 days of telework outside the place of employment can be split in half days.

115. I started working on 1 April 2023, will I still have the possibility to telework outside place of employment for 10 days or will there be a pro-rata deduction?

You will have the possibility to use up to 10 days of teleworking outside the place of employment in a given calendar year, subject to the agreement of your line manager.

116. I changed contract in 2024, and already used 6 days of telework outside the place of employment during my old contract, can I still receive 10 days under my new contract?

Regardless of the type of contract or a change of contracts during a calendar year, you may telework outside the place of employment for up to maximum of 10 days per that calendar year

117. I changed contract in 2023, and already used 5 days of telework outside the place of employment during my old contract, can I still receive 10 days under my new contract?

If there was no break between your contracts in the same institution, you have only 5 days left to use in 2023 under your new contract. If there was a break, you can again use 10 days of telework outside the place of employment in 2023.

118. If I have some of these 10 days to telework outside the place of employment left at the end of the year, can I carry them over to next year like annual leave days?

No. It is not possible to carry-over any of these 10 days of teleworking outside the place of employment on to the next calendar year. Contrary to annual leave days, these 10 days are not a right.

119. I am taking 50% parental leave for one month and I would like to combine it with telework away from the place of employment. How must I count the number of teleworking days outside the place of employment I have?

As everyone else, you can use up to 10 working days outside the place of employment. However, one working day is counted the same as one working day of 50% part-time. Thus, if you use these days during your parental (or family leave), one working day equals 4 hours.

When you return to working full time again and if you have not used all the 10 days of occasional telework outside the place of employment, you can use the rest of the days at a later stage; one working day outside the place of employment counts for 8 hours again.

120. I am on annual leave and am called back to work urgently. I brought my laptop with me on holiday. Can I use telework outside the place of employment? Would this be deducted from the 10 days limit?

Yes, telework outside the place of employment can be authorised if this is possible to do the work from your place of annual leave. The days you are required to work will not be deducted from the 10-days limit.

121. I am teleworking outside the place of employment, and I am called back to work urgently, does the Commission reimburse my travel costs?

Since teleworking is supposed to be performed at the place of employment or close to the place of employment, going back to the office will be at your own expenses.

If you are using the possibility to telework outside the place of employment (up to 10 working days per calendar year, in agreement with your line manager) and you are requested to come back for urgent reasons, you will not be reimbursed for the costs of travelling back.

If you are granted the authorisation to telework outside your place of employment for family reasons, and you are called in to come back to the office for an urgent matter, travel costs will also be at your expenses.

Exceptional telework outside the place of employment

122. Am I allowed to telework outside the place of employment for family reasons, or in exceptional circumstances?

DG HR (Unit D1) may authorise you to telework outside your place of employment for up to one month in exceptional circumstances. Your line manager will be consulted to assess the interest of the service. The circumstances for which this authorisation can be given include imperative family reasons, such as the need to take care of severely ill parents.

For more details on how to request such an authorisation, please see Exceptional Telework from Outside the Place of Employment (europa.eu).

123. I have a seriously ill family member at the place of employment, is it possible to telework 100% of the time for a limited period of time at the place of employment like exceptional telework outside the place of employment?

This is not possible. The Commission Decision offers flexibility regarding working hours and teleworking at the place of employment. Therefore, if you have a seriously ill family member at the place of employment, you should be able to arrange your work in such a way that you can take care of your family member if needed.

The reason why staff members with seriously ill family members outside the place of employment can be authorised for exceptional telework outside the place of employment is that they do not have the possibility to quickly go to this relative's place and come back to the office to work. Please note, that with exceptional telework outside the place of employment, staff is still expected to work and be available for interaction during the interaction timeslots.

In your situation, you may be entitled to special leave for serious illness of a spouse/partner or child or relative in the ascending line. You can contact your leave manager through staff contact to discuss the available options to you.

124. I have broken my ankle while on leave and staying with my family outside the place of employment. I have brought my laptop with me. Can I telework outside the place of employment?

Yes, however, you should have received a favourable opinion from the Medical Service on teleworking for 100% for mobility problems. If the Medical Service (HR-MAIL-D3@ec.europa.eu for staff working in Brussels, HR-LUX-SERV-MEDICAL@ec.europa.eu for staff working in Luxembourg and HR-MAIL-D5@ec.europa.eu for staff working in Ispra) provides a favourable opinion, a request for exceptional telework outside the place of employment should be registered in SYSPER (for a maximum of one month, renewable) and the favourable opinion should be sent to HR-Flexible-Working@ec.europa.eu. Then the line manager should confirm via the workflow in SYSPER that the request is in the interests of the service and that the staff member has tasks that are compatible with teleworking. HR.D.1, as AIPN, will assess the request.

125. I have broken my ankle while on leave and staying with my family outside the place of employment. I still have one week of annual leave left and I have brought my laptop with me. Can I replace my annual leave with telework outside the place of employment?

No, this is not possible. Only if you are not fit to travel back after your leave is over, you may request exceptional telework outside the place of employment due to mobility issues.

126. I am on sick leave for a longer period which I was authorised to spend outside the place of employment ("Article 60 request"), as I have family here who can help me. I will return to work on medical part-time in one month, is there a possibility to telework outside the place of employment?

Yes, staff may be authorised to spend their medical part-time away from their place of employment. This is only possible if they already had an authorisation to be on sick leave away from their place of employment ("Article 60 request") by their Director-General, who is the AIPN for these requests.

Once the Article 60 request has been granted, HR.D.1 may authorise exceptional teleworking outside the place of employment. Such an authorisation is based on a separate assessment, which takes into account, on the one hand, the necessity of the staff member to telework outside the place of employment and, on the other hand, the interests of the service. In particular, requests may be granted where staff members need to be outside the place of employment to undergo a medical treatment and their absence from the office is compatible with the interests of the service.

To request exceptional teleworking outside the place of employment for medical part-time, staff have to follow the procedure of requesting sick leave outside the place of employment ("Article 60 Request"). If their Director-General approves medical part-time outside the place of employment, staff should enter a request in SYSPER for exceptional teleworking outside the place of employment. Then the line manager should confirm via the workflow in SYSPER that the request is in the interests of the service and that the staff member should be authorised to telework outside the place of employment. HR.D.1, as AIPN, will assess the request.

Equipment, health, safety

127. Does the Commission supply me with computer equipment to telework? Does it cover the costs of the ADSL connection and/or telephone calls?

- Laptop: teleworking staff will be equipped with at least a laptop.
- Additional equipment: Depending on the job profile, you may also receive additional equipment, such as a keyboard, a mouse, a headset and a screen.

- Internet subscription and Communications charges: Officials/agents must bear the cost of their internet subscription and of the communication charges incurred while teleworking.
- Deviation of office line: If staff members decide not to be present during the indicated time slots, professional phone calls must be forwarded to one of their private phone numbers (fixed line or mobile phone).

128. I have a recognised disability. Can I ask for specific equipment for my home office based on reasonable accommodation?

Yes, specific equipment for your home office to facilitate your telework can be provided as part of the reasonable accommodation.

For more information, please see the dedicated Staff Matters pages (Disability: help and information (europa.eu)).

For specific requests, please contact HR HANDICAP DISABILITY (hr-handicap-disability@ec.europa.eu).



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