



The Guide of Remote Working System in the Federal Government



www.fahr.gov.ae



Copyright @ 2020 Federal Authority
for Government Human Resources (FAHR)

All rights reserved.

No part of this manual may be used, reproduced, or transmitted in any form or media or by any means (electronic, mechanical, photocopying, recording, or any information storage and retrieval system) without the prior written permission of the Federal Authority for Government Human Resources (FAHR), except as provided in the terms and conditions related to the usage of the Authority's publications.

PO Box 2350 Abu Dhabi, United Arab Emirates

T +971 2 4036000

F +971 2 6266767

PO Box 5002 Dubai, United Arab Emirates

T +971 4 2319000

F +971 4 2959888

Call Center: 600525524



www.fahr.gov.ae

info@fahr.gov.ae

[@FAHR_UAE](https://www.instagram.com/FAHR_UAE)

Table of Content

Introduction	4
Definitions	5
Scope of application	6
The advantages of working remotely	6
Types of Remote Working:	7
Objectives of Remote Working:	7
Roles & Responsibilities:	8
Criteria for choosing suitable jobs for Working Remotely	9
Mechanism for Choosing employees to Work Remotely	9
Methods and Mechanism for implementing Remote Working System	10
Obligations of federal entity implementing Remote Working	10
HR Procedures	10
• Appointment	10
• Probationary Period for new employees	10
• Salaries and Financial benefits	11
• Performance Appraisal of Remote Working employees	11
• Promotions	11
• Transfer	11
• Leaves	11
General Rules:	12
Examples of dashboards to measure productivity in remote work:	13
Annexes	14
Annex (1) Legal Oath For The Employees Of Federal Government employees	15
Annex (2) Confidentiality Undertaking	16
Annex (3) Undertaking to refrain from subcontracting to complete tasks	19

Introduction

The government of the United Arab Emirates adopts best practices in the field of human capital development, and the federal government seeks to provide more flexibility to the federal entities in providing multiple work options for the employees working in those bodies, which contributes to improving performance and increasing productivity in the federal government.

Accordingly, and in light of the successive technological development, a remote work policy has been prepared, which along with “part-time” and “temporary contract” are available options that enables federal entities to attract and retain talents to work with them outside the traditional framework.

Remote working is work that is performed away from the office permanently, partially, or on demand. The communication between the employee and his work destination is electronically, rather than being present in the offices.

The remuneration at work remotely differs from the traditional salary system represented by the monthly salary, but there are different methods such as calculating the hourly or daily wages, or the entire project wages (global practices).

The most prominent terminology of remote work is:

- Teleworking
- Flexible working
- Networking
- Working from home.

When preparing the guide, the following references were adopted:

- Cabinet Resolution No. (27) for the year 2020 AD regarding the remote work system in the Federal Government
- Cabinet Resolution No. (35) for the year 2020 regarding the adoption of a performance management system in the federal government
- FAHR circulars and official letters to all ministries and federal entities on guiding procedures to ensure business continuity and employee health and safety - March 2020
- Guide to applying “remote work” in the federal government and procedural guidelines in emergency circumstances - March 2020

Definitions

In implementation of this Resolution, the following words and expressions shall have the meanings assigned against each unless the text stipulates otherwise:

Country: United Arab Emirates

Government: Government of United Arab Emirates

Cabinet: Cabinet of United Arab Emirates

Federal Entity: Any ministry established by the Federal Law # (1) for 1972 regarding jurisdictions of the Ministries and powers of Ministers and the laws amending thereof, or any other authority, corporation, or federal organizational unit in the Federal Government

Chairman of Federal Entity: The Minister, Chairman of Board of Directors, CEO of the entity or equivalent

Authority: The Federal Authority for Government Human Resources

Human Resource Law: Federal Law by Decree No. (11) for 2008 Regarding Federal Government Human Resources as amended

Executive Regulations: Executive Regulations of the Federal Government Human Resource Law

Employee: Any person who occupies a budgeted job

Manpower Budget: Budget approved for jobs, grades and privileges prescribed for the employees




Human Resources Department: Organizational unit concerned with human resources in a federal entity

Salary and Grade Scales: Salary and Grade Scales for Federal Government employees as approved by the Cabinet

Scope of application

This Resolution shall apply to current and new national employees eligible to work remotely as determined by the federal entities, in coordination with the Authority as per the HR procedures and electronic systems approved in the Federal Government.

The advantages of remote working

<p>For Employee</p> 	<p>For Federal Entity</p> 	<p>For Community</p> 
<ul style="list-style-type: none"> • Achieving a balance between work and personal life by giving the employee the option to work in a work environment that suits his conditions • Reducing the movement of residents to remote areas • Achieving job well-being through available flexibility 	<ul style="list-style-type: none"> • Raising indicators of happiness • Attracting and maintaining talents, highly skilled people and specialties • Reducing operational costs • The completion of projects that require specialized competencies • Providing government services outside the official working hours • Addressing the challenges of official working hours, such as absenteeism and repeated leaves 	<ul style="list-style-type: none"> • contributing to solving the problem of unemployment • Eliminating the time and place barrier • Providing job opportunities for people of determination • Customer Service 24/7 • Decentralization in the performance of activities and tasks • To Promoting job opportunities for residents of different geographical regions • Reducing traffic congestion

Types of Remote Working:

- Partial remote work: where the employee can, at the request of his employer, divide work time between the original workplace and remote workplace in equal or different proportions per day/week/month
- Full-time remote work: means the jobs that can be performed completely from outside the original workplace

Objectives of Remote Working:

It aims to:



- Provide multiple work options for employees and their entities, to achieve a better work – life balance, in a way that does not affect the entity's goals.



- Help talent attraction and retention



- Reduce the entities' operational costs.



- Provide government service outside official working hours



- Create new unconventional jobs

Roles & Responsibilities:

Federal Entity	Responsibilities
Senior Management in the federal entity	<ul style="list-style-type: none"> Ensuring the appropriateness of digital and smart systems to monitor and measure productivity for employees in remote work Monitor the progress of all employees in the remote work system and levels of achievement and exclude any employee whose performance does not meet expectations and targets
Federal Authority for Government Human Resources	<ul style="list-style-type: none"> Supporting the federal authorities regarding the optimal application of remote work Reviewing suitable jobs for remote work in coordination with the federal entities
Human Resources Department	<ul style="list-style-type: none"> Defining suitable jobs for remote work in coordination with the Federal Authority for Government Human Resources Spreading the culture of productivity in remote work for all employees of the federal entity Selection of employees to work remotely in appropriate jobs according to the approved standards Monitor the efficiency of the performance of employees working in accordance with the remote work system by following all reports through electronic systems to measure and monitor productivity Work to provide all aspects of support required for direct chiefs in this regard Ensuring that job outputs in remote work are done through mechanisms, one of the electronic means, and that achievement is done individually.
Information Technology Department	<ul style="list-style-type: none"> Ensuring the readiness and effectiveness of electronic systems, networks and infrastructures to activate the remote work system Providing technical support to employees by providing the necessary technologies required for an application to monitor and measure productivity in remote work Ensure that systems can be managed from within the federal authority or remotely Supervising information security and good use by stakeholders
Line Manager	<ul style="list-style-type: none"> approve and follow the employee's performance closely and provide support, guidance and supervisory guidance Inform the employee of any meetings and meetings that require his presence and participation in it Ensure that government services are provided outside of the official working hours Ensure that the application of the telework does not violate the interest of the work Contribute to providing the requirements to complete the work for the employee working remotely whenever the need arises
Employee	<ul style="list-style-type: none"> Be fully familiar with the procedures and mechanisms used to complete the tasks and tasks required in remote work Maintaining a high level of productivity and quality of performance Commitment to the scheduled work schedule, ensure that the work is completed in accordance with agreed standards and indicators, and document the results of the achievement within the approved systems for follow-up Ensuring constant communication and interaction with the direct boss and co-workers to accomplish tasks and assignments within the specified timeframes Maintain confidentiality of information and data

Criteria for choosing suitable jobs for Remote working

Federal entities shall determine the appropriate jobs for remote work in accordance with the following criteria:

1. Jobs are divisible nature
2. Jobs selected can be automated
3. Jobs selected requires specific inputs that are handled through electronic systems
4. The job should not be among the jobs that requires compliance with the official working hours or working days
5. Any other criteria determined by the entity in coordination with the Federal Authority for Government Human resources

In all cases, job suitable for working remotely must be determined in coordination between the entity and the Federal Authority for Government Human Resources.

Mechanism for Choosing employees to Work Remotely

Employees may be selected to work remotely in accordance with the following criteria:

- A. The employee must be occupying a job that can be performed remotely;
- B. Must not have been subject to any administrative penalties for breach of Code of Ethics and Professional Conduct for Civil service
- C. Must be honest and abide by quality and accuracy of work and confidentiality of information
- D. Must have attained at least 'Meets Expectations' rate in the last performance appraisal

The rules and mechanisms of remote work system stipulated in this system, as well as employment criteria contained in the Federal Government's HR Law and related regulations, shall apply to newly appointed employees.

Mechanism for implementing Remote Working System

Federal entities must make sure, while choosing remote jobs that the outcome of these jobs must be delivered through the following mechanism:

1. Follow-up and hand over shall be through electronic methods
2. Achievement shall be done individually

Obligations of federal entity implementing Remote Working

The Federal Entity shall make sure of the following:

1. Developing an efficiency measurement mechanism, and setting standards, and time frames for each activity and outcome chosen;
2. Creating a safe technological environment through observing controls related set for maintaining the privacy and confidentiality of the entity's data, and authorization of accessing the systems;
3. Ensuring feasibility of implementing remote work system in entities
4. Monitoring employees who work remotely electronically, including how to summon them, make sure of their performance and accomplishments, and any other matter deemed necessary by the entity;

HR Procedures:

- **Appointment**

An employee working remotely shall be subject to the same rules and controls stipulated in Human Resource Law and its Executive Regulations.

- **Probationary Period for new employees**

A new employee appointed under remote work system shall be placed on probationary period for six (6) months, renewable for three (3) months. Prior to the end of probation period, the employee shall undergo a performance review by the immediate supervisor to assess his / her capabilities, to either recommend regular appointment of the employee or termination of employment.

- **Salaries and Financial benefits**

Employees working remotely shall be entitled to salaries and financial benefits according to Grade & Salary Scale for Federal Government employees approved by the Cabinet.

- **Performance Appraisal of Remote Working employees**

Notwithstanding the provisions of Performance Management System for the Federal Government employees, performance of an employee working remotely shall be assessed according to:

1. Productivity, based on number of outcomes, tasks achieved out of target, and number of deliverables
2. Quality of outcomes in terms of accuracy of deliverables
3. Meeting deadlines for delivering tasks within the time frame specified in the contract and percentage of abidance by the plan in agreement with the employer
4. Satisfaction of immediate supervisor and customers with the performance as agreed upon
5. Any other matter determined by the employer

- **Promotions**

An employee working remotely shall be promoted according to the rules and controls stipulated in the Federal Government's Human Resource Law and its executive regulations, and in compliance with the Employee Performance Management System.

- **Transfer**

An entity may decide to transfer a remotely working employee to his / her original workplace, and vice versa, internally or to any other entity

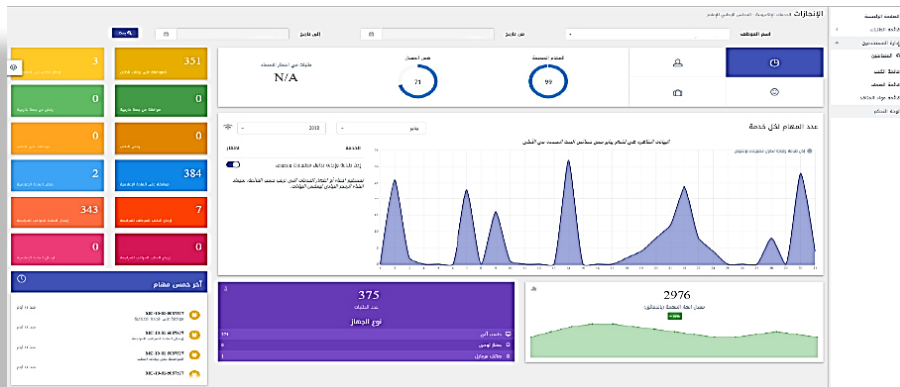
- **Leaves**

An employees working remotely shall be entitled to all leaves specified by the Human Resource Law in the Federal Government and its executive regulations

General Rules:

1. An employees working remotely shall undertake to sign:
 - A. The Code of Ethics and Professional Conduct for Civil Service Document
 - B. Confidentiality of Information Document attached herewith
 - C. Agreement prohibiting subcontracting of third parties attached herewith
2. The provision of Human Resource Law in the Federal Government, its executive regulations, and other related rules shall apply to any matter not provided for.

Examples of dashboards to measure productivity in remote work:



#	اسم المستخدم	الرقم التصريفي	حالة الدخول	المستهدف	موافقة	نواقص
1		3847	متصل	272	385	7
2		3813	متصل	232	2	2
3		246727	غير متصل	243	181	32
4		265837	غير متصل	205	161	44
5		3015	متصل	190	179	11
6		4096	غير متصل	181	174	7
7		3518	متصل	165	104	1
8		3406	غير متصل	150	04	86
9		3708	غير متصل	150	123	26
10		3862	غير متصل	149	114	76
11		266409	غير متصل	148	103	35
12		3814	غير متصل	128	115	13
13		3530	غير متصل	126	110	10



Annexes

1. Legal Oath For The Employees Of Federal Government employees
2. Confidentiality Undertaking
3. Undertaking to refrain from subcontracting to complete tasks

Annex (1)

Legal Oath For The Employees Of Federal Government employees

“I swear by Almighty Allah to be loyal to the United Arab Emirates and its President; to respect its Constitution; abide by the laws, regulations and systems of the entity which I work for; do my utmost to safeguard its money; perform my work honestly and conscientiously; and keep the confidentiality of my work and the information I view or get.”

I legally take oath in presence of :.....

Name of the Employee:.....

Signature of Employee:.....

Date :.....

Annex (2)

Confidentiality Undertaking

For the purposes of maintaining the security and confidentiality of data and information in the entity, regardless of its source or nature, and whether that information is kept on paper, computer or any other media; and

Based on the provisions of the Human Resources Law In the Federal Government, and its executive regulations thereof, remote working system, laws, regulations and instructions for the use of the intranet and internet, and pursuant to Cabinet Resolution No. (21) for 2013 regulating information security in the Federal Government, I undertake to recognize and abide by the following :

- That all information, data and programs of my entity, whether stored on hard disks, attached to an email message or any other form, are the property of the entity and the Federal Government.
- That using the entity's information is subject to federal laws and ethical considerations.
- That accessing any financial or administrative information obtained in the context of executing my duties is protected by the UAE laws, which I have to abide by.
- That I will be granted entry to the entity's information system, Bayanati system or any other system, the Internet, and e-mail for business purposes only.
- That a breach of any of the information and data sources is considered illegal, as all data and information, including those obtained from outside the entity, are subject to regulations that prohibit copying and using such software.
- That the entity is implementing the federal copyright laws that categorically prohibit any violation of these copyright laws.
- That the entity has systems and programs to monitor and record all information systems, the Internet, and the use of e-mail. I am aware that these protection systems can register every website on the network that I have visited, as well as advertisements, incoming and outgoing email messages, files, information, and data that have been transferred from within or outside the entity. I am also aware that the entity is regularly checking information systems and Internet activities and analyzing the their usage methods, and it will take the necessary measures in case of inappropriate use.

I also recognize that it is prohibited to:

- View, copy, or otherwise disclose confidential information of the entity to any third party, unless that is part of my job and an official assignment.
- Change, delete, destroy or dispose of any confidential information for any reason, without obtaining written consent of the concerned authorities in the entity.
- Discuss any confidential information with anyone other than concerned parties in the entity.
- Disclose any confidential information during my service or even after the termination of my employment.
- Share my passwords with other individuals or employees or use the entity's information systems using passwords of other employees.
- Leave laptops (iPad, memory chips, portable storage systems, etc.) in unsafe locations.
- use obtained illegally software.
- Install new software's, or make changes to existing ones, whether hard or soft.
- Download programs from the Internet without the consent of the entity's IT department.
- Take any actions that interfere with the work of others, the network function, or any other computers.
- Use data, information and software for commercial interests or personal purposes.
- Send messages, files, programs, or other connections that contain personal insult to others.
- Take any action that may adversely affect the rights of employees or disclose their personal information, or their financial benefits.

In order to protect confidential information, I undertake to: -

- Keep my login details and passwords secret, change them regularly, and not disclose them to anyone else.
- Protect my computer applications from entering by anyone who is not authorized
- to do so by logging out of the program or any other way to ensure protection.
- Carefully make all arrangements that ensure safe use and confidentiality of information when using the entity's systems according to the license granted to me to enter the approved electronic systems.
- Inform my entity immediately upon my knowledge or reasonable suspicion, that the password has been infected with a virus or used by unauthorized persons, or upon suspicion of any activities that might violate the protection and confidentiality policies.
- Always use a safe work environment and act in the interest of the entity.
- Assume that the data may be read by persons other than those to whom it is sent.
- Take all measures of protection against viral infections and entry by unauthorized persons to view the entity's data.

I understand and recognize that if I fail to comply with the terms of this undertaking or / and breaching the approved information security system, I will be held legally accountable, in addition to disciplinary measures by the entity, which has the right to decide the appropriate sanction without preventing it from my rewards in accordance with other laws and regulations.

By signing this undertaking, I acknowledge compliance with all the statements and provisions contained therein, under legal liability.

Name of the Employee:.....

Number of Employee:.....

Job Title of Employee :.....

Annex (3)

Undertaking to refrain from subcontracting to complete tasks

I, the employee working in a ministry /entity as (job title)
under remote working, undertake to complete all the tasks assigned to me by my entity on my own
without asking or authorizing any legal or material person to complete it on my behalf, or contracting
others on this matter, and in case of breaching this undertaking I will bear legal responsibility for the
consequences resulting from such breach towards my entity and the Federal Government.

Name:

Signature:

Date:

