

Circular No (4) for 2020
On emergency Remote Work management in UAE
federal entities

To: All Federal Entities

The Federal Authority for Government Human Resources (FAHR) would like to send you kind regards, wishing you all the success in your endeavors.

Within the framework of providing assistance to the federal entities to ensure proper implementation of the Guide to Remote Work System in Emergency Situations in the Federal Government, which was recently issued by the Authority and came into effect as of March 15, 2020.

For the purpose of appropriate managing of the Guide according to associated procedural measures, we would like to clarify the Following:

First: Implementing remote work according to employee's nature of work

The Federal Authority for Government Human Resources (FAHR) would like to underline the importance of the HR departments' role in the ministries and federal entities which follow up daily and periodic reports performance reports received from line managers. This takes place within a close coordination between all supervisors and employees who are selected to perform remote work in the Federal Government during emergencies, to monitor job tasks, priorities and the outcomes, according to the following details:

(A): Categories of remote employees whose jobs require using smart electronic devices in providing services to customers or perform government transactions:

The ministries and federal entities are required, through HR departments and in coordination with the line managers, to oversee the progress of remote work system and documentation of achievements using the guidelines (Annex 2), in order to insure proper implementation. This process must include:

- Measuring the productivity of these remote employee on a daily basis, through the mechanism set for the purpose (e.g. number of outcomes, tasks achieved, target tasks, deliverables, etc.).
- Measuring quality and accuracy of delverables
- Abiding by the time frame set for providing services, performing tasks and delivering projects.
- Complying with cybersecurity requirements when using different technical methods in implementing remote work
- Any other controls deemed appropriate by the entity.

(B): Categories of remote employees whose jobs do not require providing e-services to customers directly, or using electronic devices regularly:

HR Departments in the ministries and federal entities, in coordination with line managers, are required to follow up the performance of this category of employees to insure proper implementation and documentation of achievements, through daily/periodic reports from employees to their supervisors. Reports must include details of tasks achieved during official working hours according to attached Form (Annex 2).

Second: The Federal Authority for Government Human Resources (FAHR) would like to stress that it is important for the HR departments in all ministries and federal entities to submit monthly reports to the Authority on the effectiveness of remote work implementation in each entity according to controls, guidelines and procedural measures contained in the Guide to Remote Work as implemented in the Federal Government under emergency situations, and as per the entity's model (Annex 2).

Third: Attendance & Departure Mechanisms:

The Federal Authority for Government Human Resources (FAHR) urges all federal entities operating the Federal Government's HR Management Information System (Bayanati), to use the attendance tracker via Bayanati System, for all employee categories involved in remote work (registration of employee attendance & departure). This can be done by enabling employee self-service feature and choosing **remote work**, to ensure compliance with prescribed working hours (Annex 3).

Fourth: It should be noted that all employees working remotely are subject to the HR laws and systems currently in force in the Federal Government and their entities, including:

- The provisions contained in Performance Management System for the Federal Government employees, to measure employees' competencies and ensure that they achieve their prescribed tasks successfully.
- The provisions stipulated in the Cabinet Resolution No (18) for 2015 endorsing Rewards & Incentives System for the Federal Government employees aimed at motivating outstanding human resources by appreciating and rewarding good performance, as well as improving the quality of services provided to customers.
- An employee who fails to comply with the aforementioned controls and rules governing remote work, shall be subject to workplace violation measures stipulated in the Cabinet Resolution No (1) for 2018 endorsing HR Executive Regulation in the Federal Government.

Finally, we hope all organizational units of federal entities will cooperate towards a successful implementation of remote work system, which first requires getting the necessary technical support from IT Department in your entity.

However, if problems persist, please contact the Authority technical support team, assuring you of the Authority's readiness to provide your entities with all kind of support.

Thank you for your cooperation

Dr. Abdurahman Al Awar,

Issued on: March 18, 2020

Director General,

Federal Authority for Government Human Resources

Att:

- 1) Annex 1: Flowchart of Remote Work Management in the federal entities according to employees' nature of work
- 2) Annex 2: Model Guidelines for measuring the effectiveness of Remote Work implementation under emergencies
- 3) Annex 3: Instructions regarding the use of online registration of attendance & departure via Bayanati System
- 4) Annex 4: The Guide to Remote Work in the Federal Government & associated procedural measures in emergency situations

For more information please contact:

- Technical Support: m: Call Center: 600545524 –
Technical Support Office: <http://bayanatisd.fahr.ae:8081/arsys>
- Customer Happiness System: <http://www.fahr.ae/CRM/ar> "CHS"