



WORKING TIME AND HYBRID WORKING PRINCIPLES

Legal Framework

Working Time



Working time: staff have to work 8 hours per day on average (40 hours per week) and, in principle, between 8:00 and 19:00 and no more than 10 hours per day.



Staff should be available for interaction with colleagues during their working time and from 9:30 to 12:00 and from 15:00 to 16:30 (16:00 on Wednesdays and Fridays).



Disconnection period: staff may not be contacted or requested to work from 19:00 to 8:00, unless it is an emergency, or it was pre-agreed or

Hybrid Working



Up to 20% of teleworking is a right if the tasks are compatible with teleworking.

Between 20% and 60% of teleworking can be agreed with the line manager.

More than 60% may exceptionally be authorised by the line manager, when necessary, in the interests of the service.



All staff can telework outside the place of employment for up to 10 working days per

DRAFT



the nature of the work or tasks requires availability during such hours.

calendar year, upon request and subject to authorisation by their line manager.

These days cannot be carried over to the next calendar year.

WORKING TIME AND HYBRID WORKING PRINCIPLES



Principles

A trust-based approach for two-way flexibility

Discuss expectations and the interests of the service

All should remember that the interests of the service takes precedence.



Managers should clarify the expectations regarding workload, working hours,

offsetting and recuperation towards staff.

There is a flexibility to choose how to spread the working time daily, but this needs to be agreed with the line manager depending on the needs of the service and to ensure staff's availability for teamwork.

Managers choose how to organise the way of working of their team. They have the possibility to require the presence of staff members in the office on specific day or days for the needs of the service.

The needs, for example include increasing team cohesion and the onboarding of newcomers. In particular, line managers may require staff to be physically present for meetings with (external) stakeholders regardless of whether the staff member concerned was supposed to telework according to previously discussed arrangements. Managers should lead by example in this regard. The reasons for requiring staff at the office should be explained in advance.

Where the proper functioning of the service would otherwise be compromised, line managers may require staff members to work at the office for 100% of their weekly working time for a specific period, on the grounds related to the interests of the service.

For instance, this may be necessary when a particular service is required to present a Commission document before the Union legislature or take part in trilogues.

In cases where a trust-based management approach does not work, i.e. a staff member fails to comply with the responsibilities attached to the level of

WORKING TIME AND HYBRID WORKING PRINCIPLES

autonomy given, the line manager may unilaterally determine the working hours of that staff member and / or the telework patterns. It is important to discuss the situation with the staff member before such a decision is taken.

Line managers should be guided by the interests of the service when authorising teleworking outside the place of employment.

Agree on working arrangements and implementation



Teleworking arrangements do not have to be in writing and can be informal if there is trust between line manager and staff member. Otherwise, it is suggested to formalise them in writing.

Everyone should register daily their presence and working hours in the Sysper presence tool and validate at the beginning of the following month. This is also important to enable DGs and HR to assess overall workload.

Managers should make an output-based assessment to check that recorded hours correspond to the work actually spent working.

Be flexible and optimise presence at the office particularly for interactions with colleagues and stakeholders

Officials and other Commission staff must respect certain principles of good administration in their dealings with the public, in line with the Code of Good Administrative Behaviour.

A flexible way of working promotes work-life balance and is in line with the Commission's policies on greening and sustainable use of buildings.



Staff should work at the office for at least 40% of their weekly working time, to allow for among other: contacts with external stakeholders, direct social interaction and teambuilding.

The timeslots of teleworking and working at the office can be flexible. For example, they can consist of hours instead of full or half days

At the Director-General, Director or Head of Unit level, it can be decided

WORKING TIME AND HYBRID WORKING PRINCIPLES

that staff should work at the office up to 80% of their working time depending on the interests of the service, temporary or permanent needs and after consulting the staff members.

Regular conversations within the unit/team on how to work together, how to increase team cohesion and when to come to the office to allow for an effective on-boarding of new colleagues are useful for this purpose.



Telework is performed from the place of employment or at no greater distance therefrom as is compatible with the proper performance of the duties, in accordance with Article 20 of the Staff Regulations. Staff should telework from a place allowing them to physically come to the office within a reasonable time without being dependent on the hazard of transportation, in case of an unforeseen service need.

The respect of this provision is of particular importance for ensuring the continuity of service, the reputation of the Commission and the principle of good financial management, due to the financial benefits being

determined based on the place of employment, including salary correction coefficients and the expatriation allowance.

In exceptional circumstances, such as duly documented imperative family reasons, DG HR may grant an authorisation to telework outside the place of employment for one month, after consulting the staff member's line manager. The authorisation may be renewed under the same conditions.

Respect the right to disconnect



The right to disconnect from work applies from 19.00 to 8.00 ('disconnection period'). Staff may not be contacted or requested to work within the disconnection period, unless it is an emergency, or it was pre-agreed or the nature of the work or tasks requires availability during such hours.

Information / emails received by staff, which do not require their immediate reaction or are not specifically addressed to them are not considered a contact in this sense.

WORKING TIME AND HYBRID WORKING PRINCIPLES

The right to disconnect applies also over the weekend, during public holidays, annual leave or any other type of leave. The period is set to protect staff against digital work-overload.

It is useful to agree with the team how and when members can be reached in exceptional circumstances, such as through private numbers, Signal groups or other pre-agreed channels of communication.

Staff may on their own initiative work within the “disconnection period”. However, to allow others to exercise their right to disconnect, the work done during this period should not require immediate interaction with colleagues and should be in agreement with the line manager.

Additional information

Consult the following documents for more information

[Commission decision](#)



FAQs about the new working arrangements and how they will affect our work

