



European Foundation
for the Improvement
of Living and Working
Conditions

The tripartite EU Agency providing knowledge
to assist in the development of better social,
employment and work-related policies

The rise in telework (hybrid work) in the EU : what impact on working conditions and regulations ?

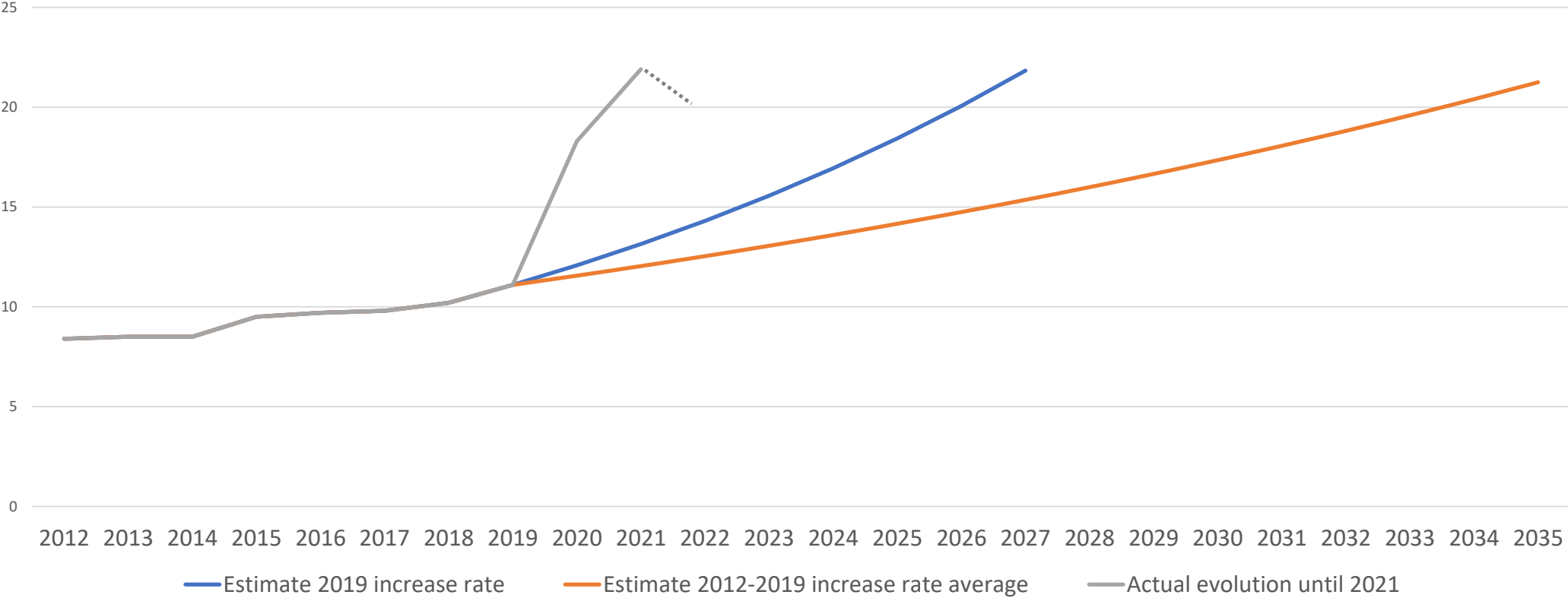
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GRASPE CONFERENCE

Acceleration

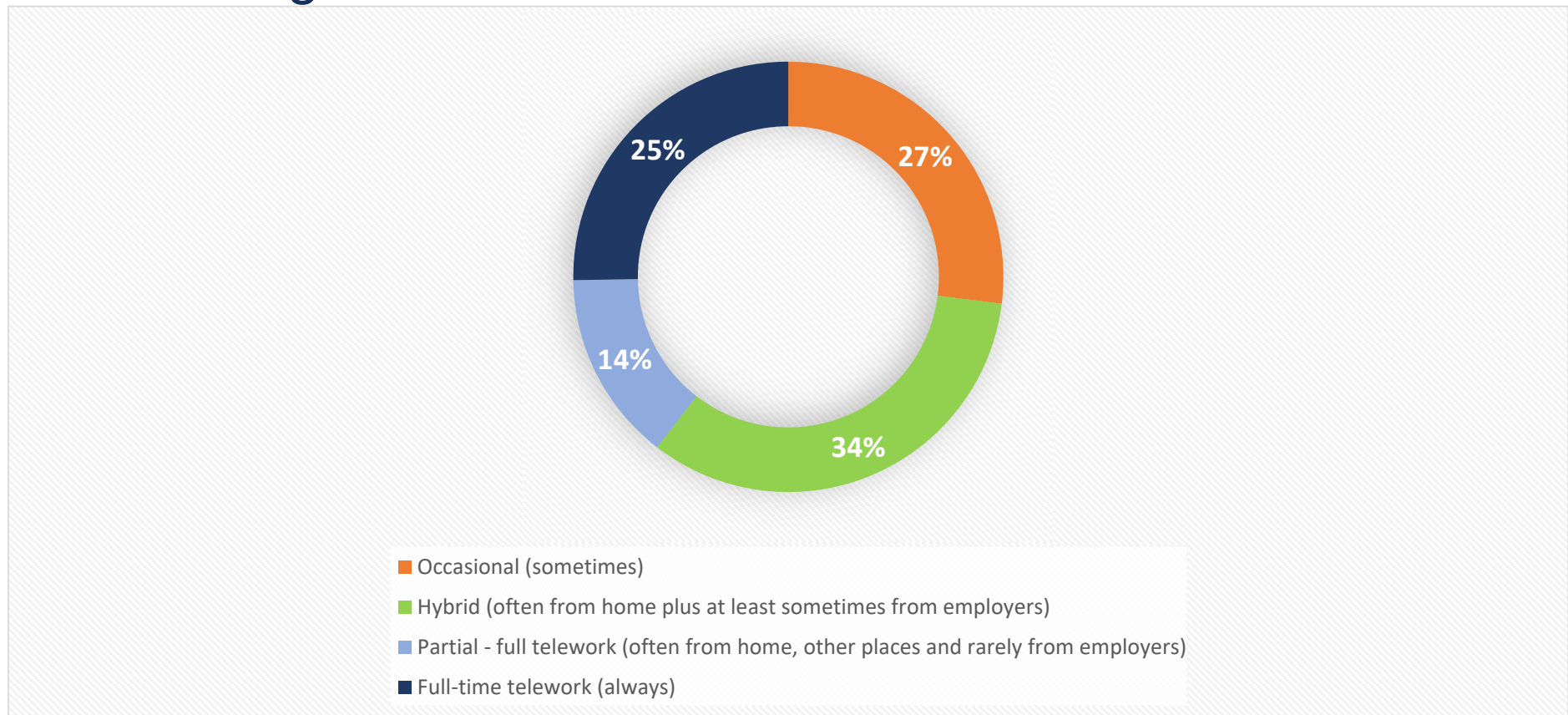
Employees working usually or sometimes from home (LFS)



Source: Labour Force Survey and own elaboration

How frequent employees were working from home during the pandemic?

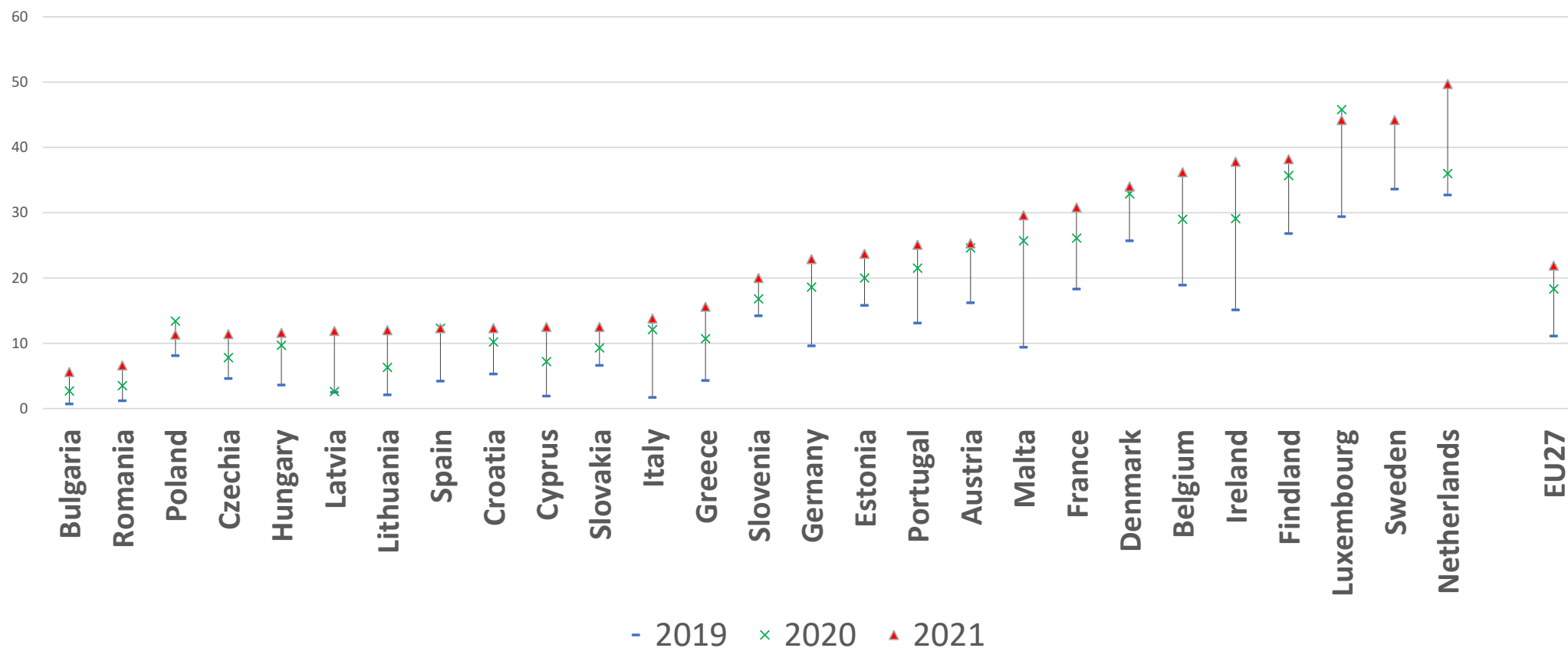
Telework arrangements



Source: EWCTS 2021

Are they country differences?

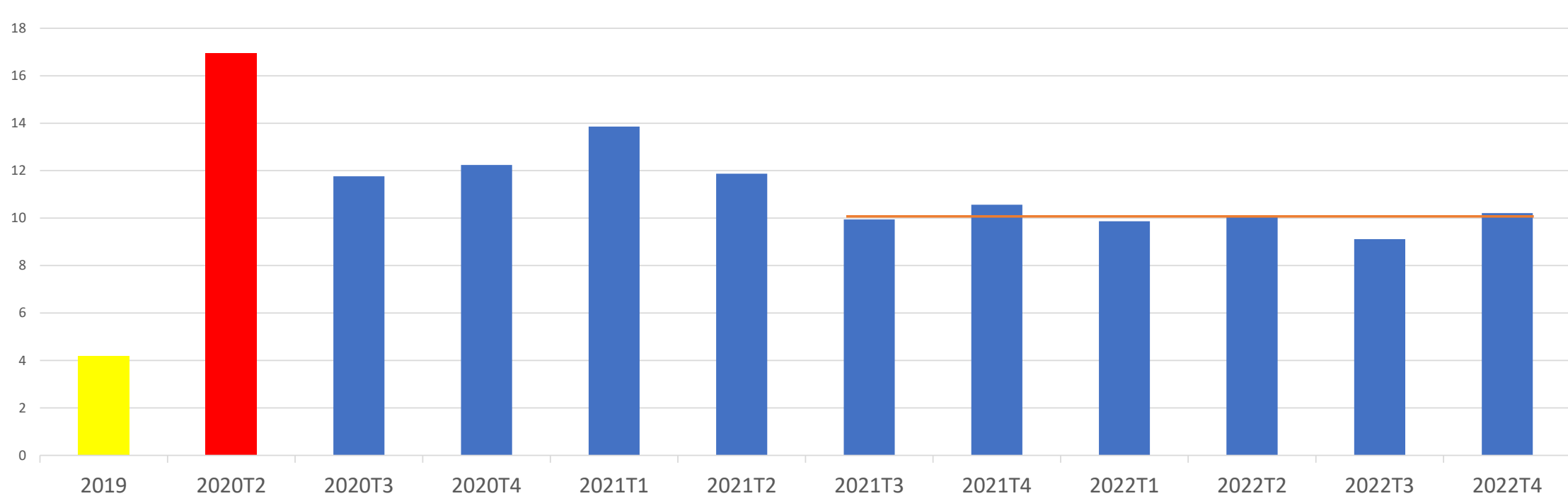
Employees working usually or sometimes from home (LFS)



Source: Labour Force Survey 2019 2020 2021

Is telework here to stay?

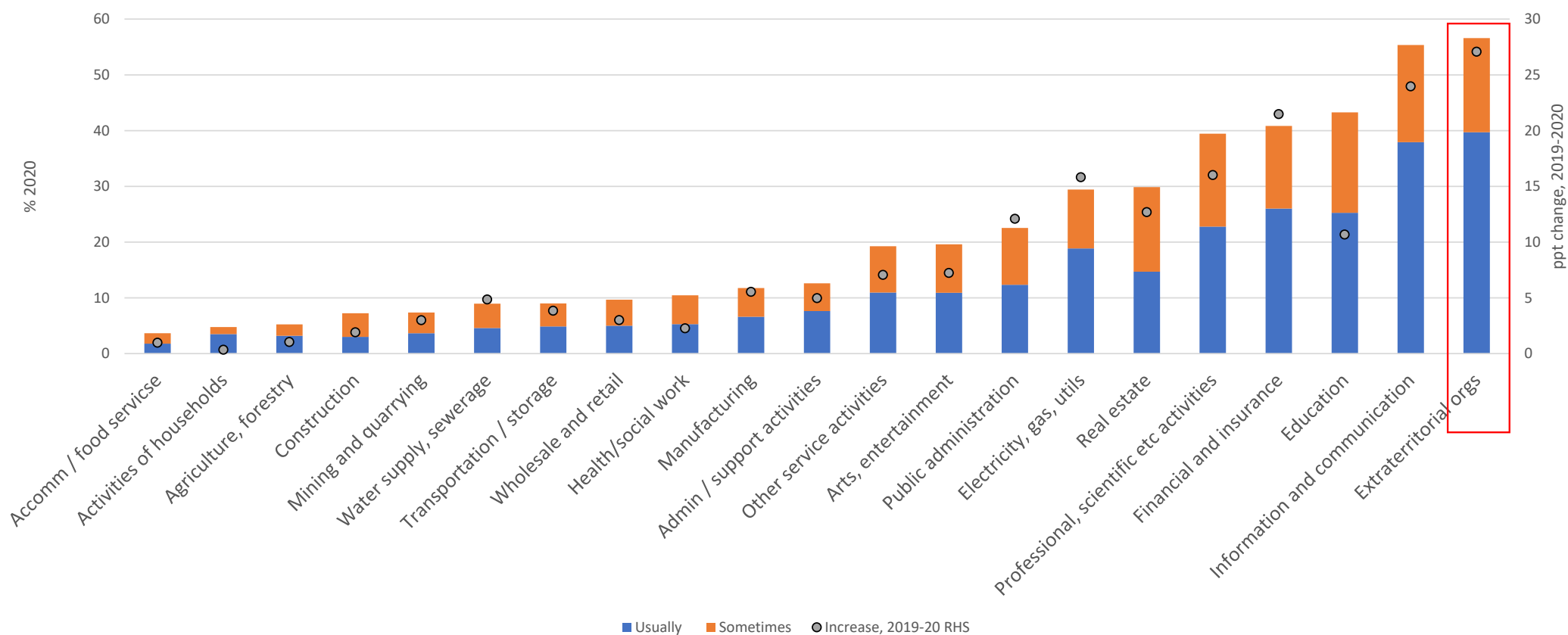
An example: Spain (%) – 12% vs. EU 22% in 2021 -



Source: Encuesta Nacional de Población Activa 2019, 2020, 2021, 2022

Sectoral distribution

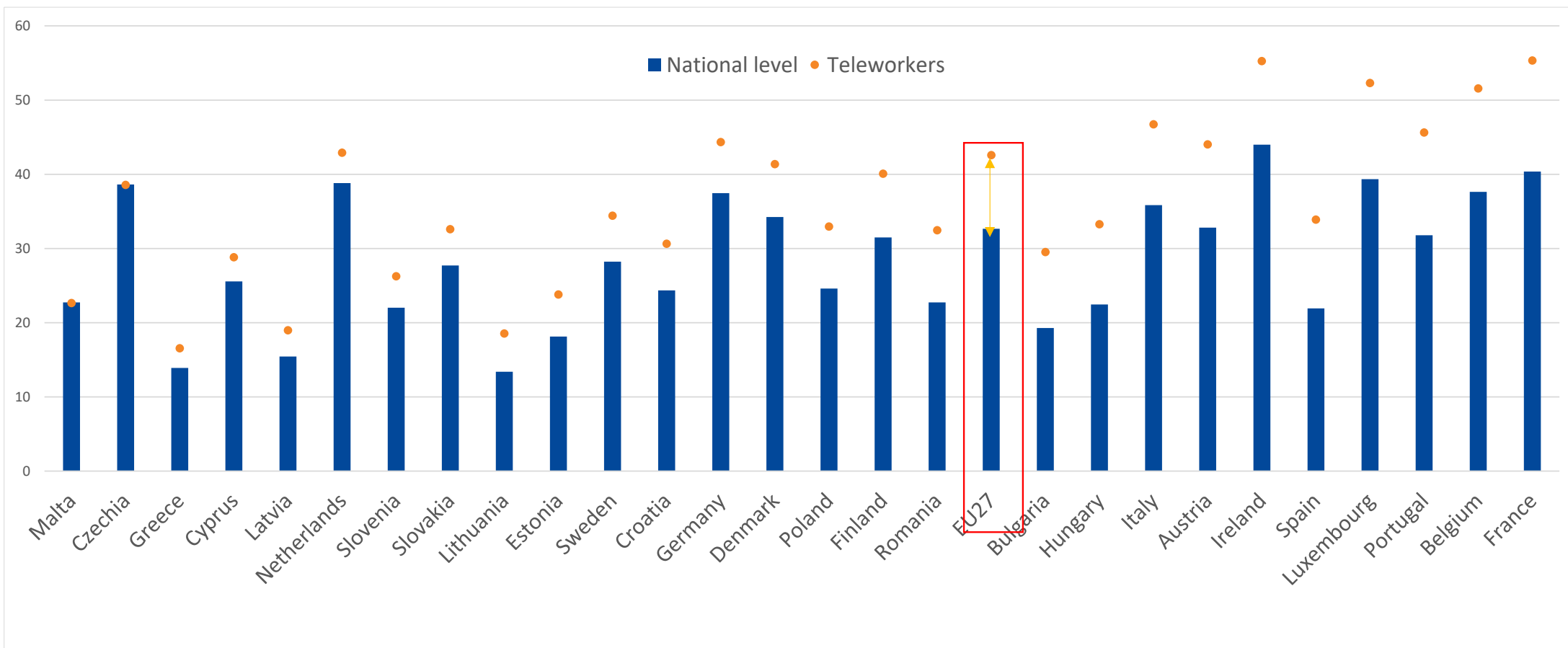
Employees working from home % 2020 and ppt change 2019-2020 (LFS)



Source: Labour Force Survey 2019 2020

Risk of working longer

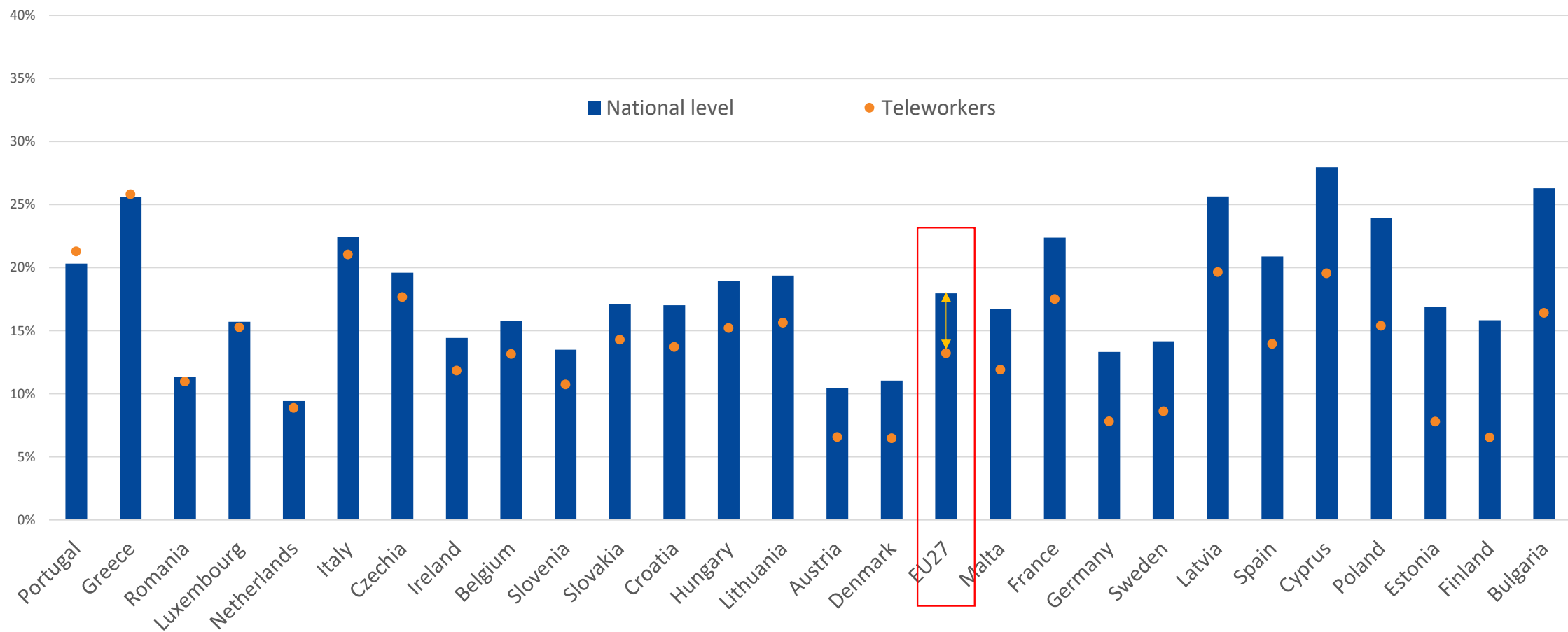
Employees working overtime: Teleworkers vs. national average (%)



Source: EWCTS 2021

Potential for a better work-life balance

Employees reporting poor work life balance: Teleworkers vs. national average (%)

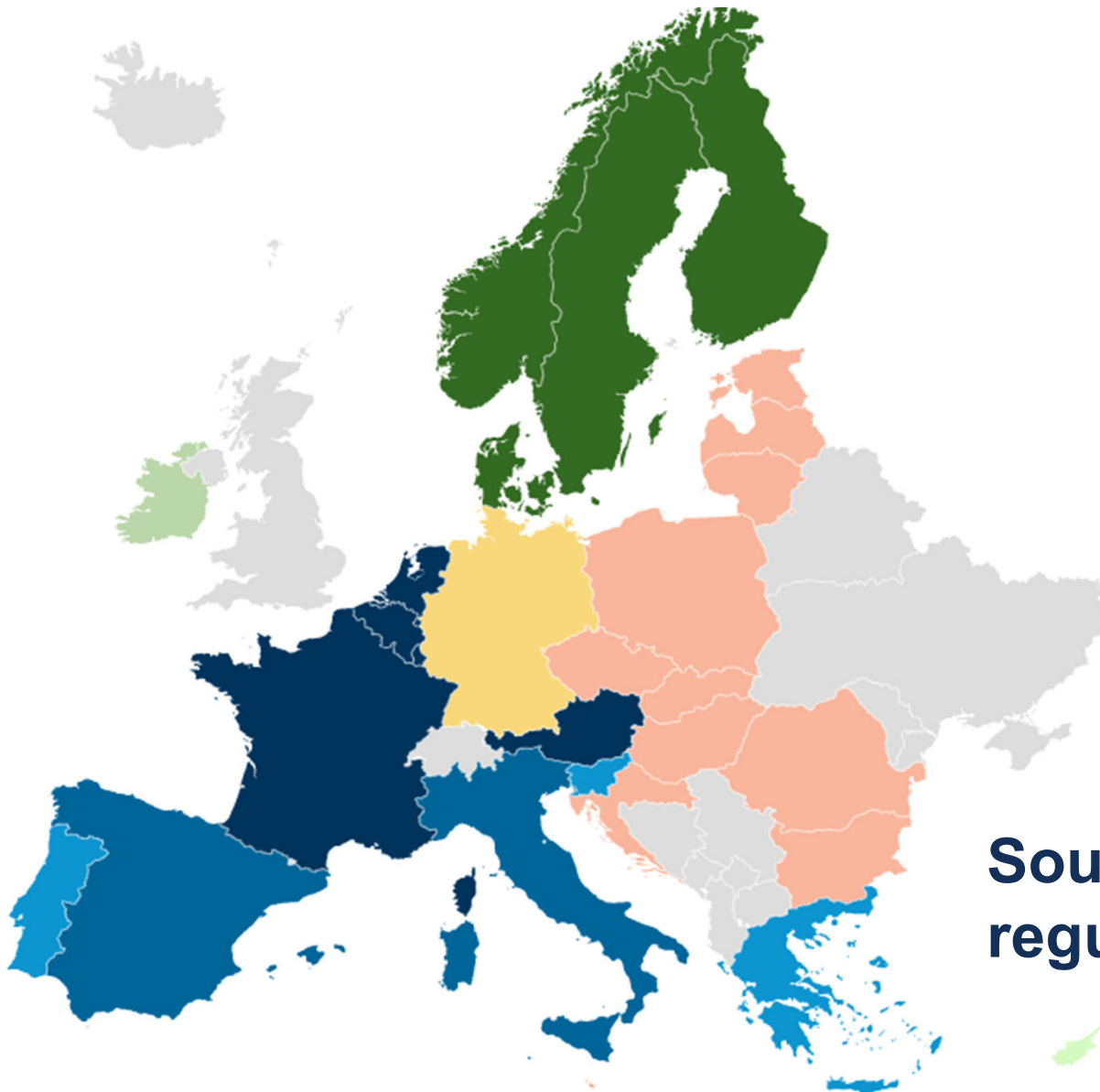


Source: EWCTS 2021

Culture of work, informality and career prospects

Eurofound findings

- Among the barriers for telework there is the culture of work and **employers attitude towards telework**. However, some changes have been observed after the pandemic.
- A relative high share of workers working remotely practice the “**always on**” culture of work.
- More before the pandemic than during pandemic period, a relative important number of teleworking hours have been carried out “**informally**” **on an occasional basis**.
- Pre-pandemic findings showed that there is some pros and cons in relation to telework and career prospects (visibility, access, engagement). At aggregate level, **those teleworking did not experienced lower career prospects**.



- Statutory definition and specific legislation plus important role of collective bargaining
- Statutory definition and specific legislation plus growing collective bargaining
- Statutory definition and specific legislation plus some collective bargaining
- Statutory definition and specific legislation but no or marginal role of collective bargaining
- Statutory definition and specific legislation with few collective agreements (works council rights)
- Collective bargaining and telework regulated within work environment legislation
- Only light collective bargaining
- Only light collective bargaining plus code of conduct

Sources of telework regulation

Regulation of telework

Telework regulation

Most countries had some type of regulation on telework before the pandemic (in many cases following the Social Partners' Framework Agreement on Telework 2022)

12 countries have updated or passed new national level regulation (legislation or agreement) on telework since the outbreak of the pandemic (ES, PT, FR, LU, BE, NL, IE, AT, SK, LV, EL, RO)

Main topics addressed in legislative reforms during the pandemic 2020-2021

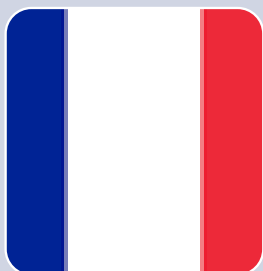
	Austria	Spain	Greece	Latvia	Portugal	Romania	Slovakia
Telework regime							
Definitions							
Organisation of work and working time							
Right to disconnect							
Pay and costs coverage							
Equal treatment							
OSH							
Data protection and privacy							
Collective rights							
Training access							

New national level collective agreements: France and Luxembourg

Legislation under discussion: Germany, Luxembourg, Ireland, Netherlands

Right to disconnect

Coverage and role of social partners



2022

Organisations with >20 employees must negotiate agreement on implementation of R2D.

Employees to be contacted out of working hours only in urgent situations

2016

Companies >50 employees

Can be extended by collective agreement

Social partners negotiate

Fallback: company policy

2021

Right to refrain from work related duties and not answer communications outside working hours

2017

Smart workers

Agreement between employer and Smart worker

Sectoral or company agreement can extend coverage

2021

Employers must not contact employees outside of working hours or risk facing administrative fines

2021

Right not to use digital work tools outside of working hours

2018

All workers
Sectoral or company agreement but also directly enforceable

Core features of implementation of R2D at company level

Key considerations	Main elements
Context	Basis in legislation or collective agreement; context linked to gender equality, working time, work-life balance, teleworking, flexible working, data protection etc.
Type of text	Signatory parties; (company) collective agreement, policy, guidelines, etc. – impact for monitoring and enforcement
Coverage	All workers/managers; only specific groups of workers; how ‘future proof’ is coverage?
‘Hard’ or ‘soft’ implementation	Right ‘to be disconnected’ through severing link between message delivery and digital devices OR soft disconnection – impact on flexibility and employee protection
Implementing actions	Awareness raising; training; management of out of hours communication; assessment of factors contributing to over-connection; agreement of hours of availability
Approach to monitoring	Monitoring of: out of hours email traffic; working hours; complaints; impact on work-life balance and wellbeing through staff surveys etc. – Joint or unilateral

Considerations regarding a right to disconnect

- Increasing digitalisation and impact of COVID-19 makes need for action more evident
- Enforcement issue or existing acquis no longer fit for purpose?
- Importance of social partner involvement and adaptation to circumstances while at the same time ensuring good level of protection
- Clear recording of working time without infringing privacy is vital
- More evidence is needed of the impact of the implementation of the R2D on working time and worker wellbeing

Thank you

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