



EUROPEAN CENTRAL BANK  
EUROSYSTEM

**ADMINISTRATIVE CIRCULAR 1/2012**

**of 10 January 2012**

**on teleworking**

THE EXECUTIVE BOARD OF THE EUROPEAN CENTRAL BANK,

Having regard to the Rules of Procedure of the European Central Bank<sup>1</sup>, and in particular Article 11.2 thereof,

Having regard to the Conditions of Employment for Staff of the European Central Bank, and in particular Article 10(a) thereof,

Having regard to the Conditions of the Graduate Programme of the European Central Bank, and in particular Article 2 thereof,

Having regard to the Conditions of Short-Term Employment, and in particular Article 17 thereof,

HAS ADOPTED THIS ADMINISTRATIVE CIRCULAR:

*Article 1*

**Purpose**

The objective of teleworking is to allow greater flexibility in the place and time of work to improve:

- (a) the productivity and the work organisation of the European Central Bank (ECB);
- (b) the organisational resilience of the ECB;
- (c) the work-life balance of ECB staff.

*Article 2*

**Definitions**

For the purpose of this Administrative Circular the following terms shall have the following meaning:

- (a) 'teleworking' means the performance of work during working hours within the meaning of Part 5 of the Staff Rules and Part 5 of the Rules for Short-Term Employment at a location other than ECB

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<sup>1</sup> Decision of the European Central Bank of 19 February 2004 adopting the Rules of Procedure of the European Central Bank (OJ L 80, 18.3.2004, p. 33).

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premises by using information technology and the ECB security token to remotely access the ECB's internal network in accordance with the conditions of this Administrative Circular;

- (b) 'teleworker' means a member of staff, a short-term contract employee or a graduate programme participant who is teleworking;
- (c) 'prospective teleworker' means a member of staff, a short-term contract employee or a graduate programme participant who performs one of the procedural steps required to carry out any teleworking session;
- (d) 'ECB security token' means the physical device provided by the ECB by means of which it is ensured that the ECB's internal network is accessed securely via the Internet;
- (e) 'area' means a business area or a comparable organisational unit<sup>2</sup>.

### *Article 3*

#### **General principles**

1. Teleworking at the ECB shall be voluntary and reversible.
2. Teleworking shall not affect the teleworkers' rights and obligations specified in their letter of appointment and the Conditions of Employment for Staff of the European Central Bank and the Annexes thereto, including their implementation in the Staff Rules, the Graduate Programme Rules or the Rules for Short-Term Employment.
3. This Administrative Circular is without prejudice to the Business Practice Handbook.
4. This Administrative Circular shall apply to teleworking carried out during business continuity situations and testing, business travel, structural weekend work, called-in hours, or scheduled maintenance work with the exception of Article 4, Article 5(1)(c), Article 5(3), Article 6, Article 7, Article 8(3) and Article 11(2).

### *Article 4*

#### **Duration**

1. Teleworking shall be limited to 16 working hours per calendar month, which may not be carried over to another month.
2. This limit may be extended to a maximum of 24 hours per calendar month, with a maximum of two consecutive working days, if this is in accordance with business needs as decided by the Head of the relevant area or their Deputy.
3. A teleworking session shall last at least four working hours.

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<sup>2</sup> Comparable organisational units are e.g. the Risk Management Office and the T2S Programme.

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4. In exceptional circumstances and on a recommendation of the Head of the relevant area or their Deputy, the Director General Human Resources, Budget and Organisation or their Deputy may deviate from the limits set in Article 4(1), (2) and (3).

### *Article 5*

#### **Teleworking training, security token, and safety and health self-assessment**

1. Prior to their first teleworking session, prospective teleworkers shall:
  - (a) attend training on the provisions applicable to teleworking, the use of information technology equipment, remote access, information security, and safety and health at work;
  - (b) obtain an ECB security token; and
  - (c) complete the ECB occupational safety and health self-assessment form in order to verify that the work equipment and remote work location they intend to use allow them to comply with Article 11(2) of this Administrative Circular.
2. The ECB security token shall be retained for subsequent teleworking sessions and shall be returned to the ECB following termination or suspension of the contract of employment, or following the decision to grant a full disability allowance.
3. In case of significant changes in the work equipment or remote work location between any two teleworking sessions, prospective teleworkers shall complete a new ECB occupational safety and health self-assessment form.

### *Article 6*

#### **Types of teleworking**

Teleworking may be carried out on a recurring or occasional basis.

- (a) Teleworking is on a recurring basis if it follows a predetermined schedule for periods of more than three months. In this case, prospective teleworkers and their first line manager shall agree in advance the teleworking schedule for a period of at least 3 and no more than 12 months, which may be extended for the same minimum and maximum time periods. Requests for teleworking on a recurring basis and requests to extend such teleworking shall require authorisation from both the first line manager and the Head of the relevant area or their Deputy. Teleworking on a recurring basis shall be granted to a total number of members of staff, short-term contract employees and graduate programme participants that does not exceed 20% of the total number of permanent and fixed-term positions in any area.
- (b) Teleworking on an occasional basis shall not follow a predetermined schedule. Each session of occasional teleworking shall require prior authorisation by the first line manager of the prospective teleworker.

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### *Article 7*

#### **Suitability**

1. When considering requests for teleworking, managers shall, in particular, take the following into account:
  - (a) the suitability of the tasks to be performed and the output to be delivered during teleworking, and the business case for teleworking;
  - (b) initiative, commitment, self-organisation, time management skills and autonomy of the prospective teleworker;
  - (c) the needs of the organisational unit and the circumstances on the working day for which teleworking has been requested;
  - (d) the needs of the prospective teleworker in view of their circumstances on the working day for which teleworking has been requested.
2. If their request is rejected, members of staff, short-term contract employees and graduate programme participants may ask their manager to state the reason for rejection.

### *Article 8*

#### **Cancellation of teleworking sessions**

1. If business reasons require, the teleworker's managers may cancel with reasonable notice a teleworking session. If the teleworking session has already started, the managers may recall the teleworker to the office.
2. Travel expenses and any other unavoidable extraordinary expenses incurred by the teleworker due to the recall to the office shall be reimbursed by the ECB following submission of supporting documentation. Travel expenses are reimbursed according to the ECB's rules for business travel.
3. Subject to reasonable notice, teleworkers may terminate a teleworking session and return to the office.

### *Article 9*

#### **Teleworking hours**

1. The teleworking hours shall be the standard working hours unless otherwise agreed.
2. Teleworkers shall be promptly reachable during teleworking hours. To ensure efficient communication with colleagues and external counterparties, teleworkers shall regularly access their ECB e-mail account and, unless otherwise agreed, divert their ECB telephone line to an external telephone line where they can be contacted during teleworking hours.

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### *Article 10*

#### **Equipment and costs**

1. Unless otherwise agreed, teleworkers use their own PC/laptop and Internet access infrastructure to remotely access the ECB's internal network.
2. Any equipment and software the ECB provides for use by the teleworker at the remote work location shall remain the property of the ECB and shall be returned at the ECB's request.
3. Without prejudice to the rules for business travel in the Business Practice Handbook and to Executive Board decisions on reimbursement of expenses related to teleworking carried out during business continuity situations, the ECB shall not reimburse expenses in relation to teleworking.

### *Article 11*

#### **Safety and health at the remote work location**

1. The ECB shall provide recommendations on ergonomic work equipment, and minimum safety and health requirements applicable to the ECB by virtue of the second paragraph of Article 9(c) of the Conditions of Employment for Staff of the European Central Bank and the second paragraph of Article 15 of the Conditions of Short-Term Employment for Staff of the European Central Bank.
2. Teleworkers shall be responsible for correctly implementing these recommendations.
3. Prospective teleworkers and teleworkers may seek advice from the ECB Medical Advisers for occupational safety and health, the ECB Occupational Safety and Health Adviser or, following prior authorisation by the Head of Recruitment and Compensation Division or their Deputy, from a local occupational safety and health practitioner.

### *Article 12*

#### **Data protection**

The ECB shall take appropriate measures to ensure the protection of data processed by teleworkers while carrying out their professional duties as well as of the personal data of each teleworker in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data<sup>3</sup> and with Decision ECB/2007/1 of 17 April 2007 adopting implementing rules concerning data protection at the European Central Bank<sup>4</sup>.

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<sup>3</sup> OJ L 8, 12.1.2001, p. 1.

<sup>4</sup> OJ L 116, 4.5.2007, p. 64.

*Article 13*

**Entry into force**

This Administrative Circular shall enter into force on 1 February 2012.

Done at Frankfurt am Main, 10 January 2012.

*For the Executive Board of the ECB*



*The President of the ECB*

Mario DRAGHI

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