



# INSTITUTIONAL REGULATION AND COLLECTIVE BARGAINING ON TELEWORK





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# 1. INTRODUCTION

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## Objective of the guidelines

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Due to the recent and rapid increase of telework in all sectors, including manufacturing, energy and mining, IndustriALL has developed these guidelines to support trade unions in their negotiations on policies or collective agreements on telework.

These guidelines cover important topics, such as forms of telework, the reversibility of telework, basic trade union rights, equal treatment, telework policies, occupational health and safety (OHS), work-life balance, and equipment and related costs. These elements are important to ensure that workers reap the potential benefits of telework without becoming trapped in forms of work that over time erode gains won in the workplace.

These guidelines are based on **the recommendations and principles** that IndustriALL has developed.

## Definition of telework and international standards

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The 2002 [\*European Framework Agreement on Telework\*](#)<sup>i</sup> defines telework as “a form of organizing and/or performing work, using information technology, in the context of an employment contract/relationship, where work, which could also be performed at the employer's premises, is carried out away from those premises on a regular basis.”

Telework is not normally defined as including work in the platform or gig economy. These guidelines will not cover these forms of work.

Other terms used include remote work and telecommuting. We use these three terms interchangeably in this guide.



## Risks and advantages of telework

The increased use of telework since the year 2000, and the sudden and massive shift towards telework during the Covid-19 health crisis, has revealed a number of risks and disadvantages, as well as advantages, associated with this form of work. The list is not exhaustive, and does not follow any priority.

ADVANTAGES	RISKS AND DISADVANTAGES
Savings in time and costs of commuting to work.	Workers carry the burden of extra costs related to remote work (equipment, increased cost of heating, electricity, internet, insurance).
Greater autonomy and a higher level of concentration for workers. Workers are able to manage their own time without distractions, and can choose how best to carry out their work.	Isolation, alienation and the loss of social bonds with colleagues. Related impacts on mental health (increased stress, depression). Decreased learning and collective enrichment.
Greater job satisfaction.	Increased stress produced by putting pressure on oneself, weak connections with colleagues, external demands (domestic issues and demands from family members).
Better work-life balance. Facilitates the reconciliation of personal and family life. More time for family and leisure.	Difficult to manage work-life balance without clear boundaries. Danger of over-work or working unsocial hours. Difficult for workers to switch off and keeping regular working hours.
The savings and the productivity gains generated by telework can be shared with workers.	Increase in undeclared and unpaid overtime.
Fewer commuting accidents.	Problems in managing accidents that occur while teleworking or continuing to work when ill or injured.
Teleworkers have greater flexibility and the ability to choose the optimal workplace.	The collective approach to work is undermined or lost. Links between workers and their trade unions are weakened. The role of trade unions undermined.
Increased co-responsibility with regards to domestic and family care work.	Reinforcing stereotypical gender roles, with increased stress and workload for women juggling work and family demands.
Facilitates the employment of people with reduced mobility. New job opportunities are created for people with disabilities and people with caring responsibilities. Remote work offers a substantial advantage to people with a disability or chronic illness by removing commuting and allowing for a more flexible schedule.	The remote workplace may not be suitable or optimal to work, including in terms of health and safety. Headaches; eye strain; musculoskeletal pain Loss of visibility for workers. This can hinder career development, lifelong learning and training for workers, particularly for women or workers from minority ethnic groups.
Less transport-related greenhouse gas emissions. Reduced traffic and improved air quality.	Increased risk of the violation of workers' right to privacy through the increased use of remote digital tools and new technology.



## 2. THE IMPORTANCE OF SOCIAL DIALOGUE AND COLLECTIVE BARGAINING IN REGULATING AND MONITORING THE DEVELOPMENT AND IMPLEMENTATION OF TELEWORK

### Regulation of telework through social dialogue and collective bargaining

Telework must be included in the social dialogue as it will play an important role in framing the future of work and will contribute to reshaping our societies.

Trade unions must be actively involved in the development of new legislation in this area. Since the start of the Covid-19 crisis, several countries, including Chile, Argentina, the Dominican Republic, Spain and France, have implemented new regulations and legislation concerning telework, several through negotiation with social partners.

At company level, the health crisis has accelerated the negotiation of agreements or policies on teleworking.

→ **Collective bargaining at sector, company and workplace levels must play a key role in regulating telework, especially when legislation is weak.**

Trade unions should push for negotiated agreements rather than for the unilateral establishment of charters or codes of conduct, which would also be less binding on the employer.

→ **Social dialogue and collective bargaining that addresses telework should meet the following objectives:**

- **Maintain a collective approach and avoid the individualization of work**
- **Defend and promote trade union rights**
- **Ensure a fair and just digital transformation for workers**
- **Ensure that access to teleworking is a right open to workers meeting transparent and inclusive eligibility criteria, and is neither a privilege nor a punishment granted randomly or arbitrarily**
- **Improve the work-life balance and quality of life of workers**
- **Ensure that the increased flexibility and autonomy benefits workers**
- **Guarantee that this new form of work organization is not an excuse to offer a lower level of protection for workers, especially in terms of health and safety**
- **Promote management models based on trust and autonomy**
- **Guarantee that teleworking contributes to gender equality and the promotion of co-responsibility for household work**
- **Find the right balance between workers' demand for greater flexibility in their work organization and maintaining optimal protection for workers**
- **Allow the savings and gains associated with this new form of work organization brought about by higher productivity and the reduction of real estate costs to be shared with workers**
- **Prevent the abusive use of digital tools and new technology to attack workers' right to privacy and dignity**



Trade unions and workers' representatives should be involved in the regulation of telework, and should also participate in all aspects of the assessments, mitigation, monitoring, and evaluation of the implementation of remote work.

## Preparing for negotiations and monitoring the implementation of telework

### → Prior to any negotiation on telework, trade unions should have internal discussions to identify the challenges that telework raises for workers and trade union rights.

Trade unions should consider the aspects detailed in [Section 3](#) of the guidelines, within their national legal framework, to assess what could undermine the protection of workers when implementing telework. Unions should consider the specific circumstances of each industry and sector. Because telework is a relatively recent development, trade unions should anticipate the possible long-term implications of telework for different aspects of working life, in particular workers' health and safety.

To be able to negotiate the conditions in which remote work will be carried out, trade unions and employers should assess the current provisions for remote work, and identify best practices and areas for improvement. It is also important to assess workers' needs and expectations. Trade unions should collect gender-disaggregated data to ensure that the specific needs and circumstances of both male and female workers are considered.

Employers should conduct feasibility studies to ensure that remote workers have adequate infrastructure, services and workspace to perform their duties and maintain contact with their colleagues, as well as to put in place measures necessary for privacy and data protection.

Several check lists and questionnaires to analyse the situation and assess workers' needs are available (See [Sources and further material](#)).

A specific monitoring committee can be established, with members of trade unions, workers' representatives and representatives from employers, as well as members of existing health and safety committees. This committee can be tasked with monitoring the agreement, fostering good practice and improving any difficulties identified. Its mandate may be broader and may range from the interpretation of the agreement to the resolution of conflicts derived from its application.

### → Trade unions should make it clear that the role of any such monitoring committee is not to replace trade unions and workers' representatives.

Workers' representatives will need to closely monitor the implementation of the negotiated policy or collective agreement on telework.

Workers' representatives must be prepared to accompany workers when necessary, in cases where the agreement has been breached. Therefore, trade unions and workers' representatives should continually be provided with the information they need to enable them to fulfil their role.

The data collected to understand the impact of telework on workers and their working conditions should be gender disaggregated. It is important that trade unions ensure a close monitoring of the impact of telework on equality at work by checking the evolution of the gender balance among the workforce; male and female workers having access to telework and implementing this right; gender-based job segregation; gender pay gap; career development or access to training. Disaggregated data on these aspects should be made available and provided to the trade union, equality officers, reps or committee on a regular basis.



### 3. CONTENT OF TELEWORK POLICIES OR COLLECTIVE AGREEMENTS

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#### Possible forms of telework

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Telework can be implemented in different ways, for instance on a regular or occasional basis, from home or from another place.

#### Different categories of telework

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If national legislation permits, telework policies and agreements may want to give workers the choice on which basis (regular or occasional) they want to telework. This flexibility will allow more workers to access teleworking.

Furthermore, employers and trade unions may agree on fixed or flexible teleworking days, subject to national legislation.

National legislation may have a limited definition of telework, as it may cover only certain forms of telework, such as regular telework, implying that a worker should work a minimum number of days per week to be considered a teleworker.

→ **Trade unions and employers should seek to ensure, within what is provided by national legislation, that workers working remotely on an occasional basis benefit from the same level of protection and equivalent rights as workers teleworking on a regular basis.**

Ensuring that all forms of telework, including occasional telework, are covered by collective agreements and policies is critical to avoid any form of unprotected “grey telework”, and for the sake of equality among workers.

#### The risk of full time or permanent telework

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Some employers are contemplating the introduction of full time, permanent telework with the intention of closing workplaces. Although permanent telework - work performed 100 per cent remotely, outside of the employers’ premises - may be allowed by national legislation, trade unions should firmly reject it.

Employers must be reminded of the positive impact that social interactions at the workplace have on common projects and innovation, as well as on workers’ physical and psychological health. Permanent telework presents a high level of psychosocial risks, social isolation and a negative impact on professional development. It would also threaten the collective approach to work and weaken the bond between workers and their representatives. It is also likely to increase the risk of outsourcing and offshoring of certain jobs, and affect the quality of jobs.

→ **A minimum weekly (or monthly) physical presence at the employer’s premises should be requested.**





## Remote workplaces

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Many existing policies and agreements define the remote workplace as the home of the worker. However, many existing national legislations provide workers with the freedom to select their place of work. It is not compulsory that this workplace is the worker's home.

There are many other possible remote workplaces from which workers could telework, such as the home of a third party (partners, family), secondary residences, hotels, transportation, libraries or coffee shops. The use of teleworking centres or co-working spaces has been increasing worldwide.

Flexibility on definitions of the workplace raises important issues in terms of the protection of workers, including with regards to health and safety (see the sections on [health and safety](#) and on [accidents](#)).

Therefore, trade unions must remain vigilant. They should address these issues thoroughly with workers and employers to find solutions that guarantee workers the highest level of protection possible.

## Telework in response to specific circumstances

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The telework policy should not undermine forms of telework that are implemented for medical reasons or for workers with disabilities.

These forms of teleworking must feature in the collective policy or agreement. All workers concerned should be able to benefit from the same level of protection and the same rights.

→ **Specific clauses or provisions may be included in case of natural disaster or health emergency.**

Recent general agreements or policies negotiated on telework since the start of the outbreak of the Covid-19 health crisis have included specific clauses on telework in case of natural disaster, health crisis or other type of emergency. These forms of telework should be covered and regulated in telework policies and agreements.

This form of telework can be imposed by governments or employers for emergency reasons. It should be made clear that the requirement to telework is temporary and will end once the emergency situation has passed.

Workers teleworking under these specific conditions should enjoy the same level of protection and should benefit from the same rights as all other workers covered by the agreement.

## Telework should be voluntary and reversible

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### Telework should be voluntary

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This is the foremost principle for telework. Teleworking may not be suitable for all workers and for all types of jobs.

→ **No one should be forced to telework. Employers should not reward or punish workers for preferring one kind of work arrangement over another.**

A worker's refusal to accept telework should not be a reason for terminating the employment contract or sanctioning them, or penalizing them in their career development. Where a worker chooses not to telework, the terms and conditions of employment, including employment status, should not be subject to change.



## Telework must not be an excuse to save costs at the expense of workers

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It may be difficult for unions to ensure that the principle of voluntary telework is respected in the future, as many companies have already announced plans to switch all employees not engaged in production to teleworking to save costs.

- **Trade unions should ensure that remote work opportunities are not used as an excuse by employers to close workplaces in an attempt to save money by reducing the real estate footprint.**

Workplaces should be preserved so that workers are not obliged to telework, or if they do, are not obliged to telework full time.

In cases of a major reduction of company real estate or the closure of worksites, employers should negotiate the terms of the restructuring with unions to ensure workers' rights are protected. Where possible, workers should be offered the option of transferring to another physical workplace. If this is not possible, workers can choose to telework, without any detriment to their terms, conditions and level of protection. Employers should ensure that the collective approach to work is maintained, the trade union rights of workers are respected, and that teleworkers do not suffer from social isolation by maintaining regular physical meetings.

## Reversible telework

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- **Workers who have chosen to telework should be allowed to revert to working full time from the workplace if they wish.**

If teleworking arrangements are not optimal, or if workers face difficulties in working remotely, the agreement should contain a provision for dealing with the situation, including an appeals procedure. Facing difficulties in teleworking should not justify any sanction or prejudice for the career development of the worker.

- **Reverting to the workplace should not change terms and conditions.**

Workers who end teleworking arrangements should be able to return to their original position and have an appropriate and suitable workplace. Companies that are planning to reduce their real-estate should bear this in mind, and keep work space available for workers who want to return.

The employer may request workers to revert to fulltime work at the worksite. However, telework policies and agreements should require managers and employers to justify this demand, and workers should have the possibility to appeal. The employer should respect a grace period that would be defined in the agreement.

- **Some legislation provides a trial period for workers and employers to test if the organization of work is suitable for both sides.**

Telework policies and agreements can establish trial periods, at the end of which both workers and their supervisors or employer take stock of the experience, and agree whether or not to continue.

## The risk of defining telework as an employment condition for newly hired workers

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Having telework included as an employment condition for newly hired workers restricts the right to voluntary and reversible telework for these workers.



Even if allowed by national legislation, trade unions should reject this, and ensure that conditions linking new hires to remote work are not included in the agreement or policy. If unavoidable, trade unions should work to restrict this practice, especially if the new contract requires full-time telework.

→ **Employers should be requested to negotiate with trade unions if they are considering including telework as a condition of employment in future contracts.**

Teleworkers hired under these contracts should have the same rights and terms and conditions as other workers. Trade unions should ensure that a compulsory period at the beginning of employment is planned during which the newly hired worker works full or part time at the workplace, to better integrate into teams and receive training. As required by some legislation, workers who work remotely on a fulltime basis from the start of the employment relationship should have priority when filling jobs that are carried out totally or partially on company premises. The employer should inform these workers and their reps of vacant positions.

## Freedom of association and the right to collective bargaining

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→ **All workers without distinction must have the right to join and form trade unions and to enter into collective bargaining over their terms and conditions at work.**

Telework policies or agreement should clearly state that telework cannot be used in any way to diminish or obstruct workers' rights to form or join a union and engage in collective bargaining.

Teleworkers must have access to the same trade union rights as other workers. This implies having the same access to union information.

Trade unions should also ensure that a minimum number of days of physical presence are required of teleworkers.

To allow for fair trade union representation of teleworkers, employers should provide, upon request from a trade union organization, the names and job titles of teleworkers, as well as their contact details, to ensure that all have the opportunity to learn about the union.

Teleworkers should not be excluded from the determination of bargaining thresholds and should have the means to participate in elections and voting on collective action. They should benefit from the same conditions of participation and eligibility for the elections of workers' representatives. Telework policies should provide secure voting systems for union elections and decisions.

## Trade union open and safe access to communication tools and equipment

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Workers' representatives should be allowed to access and use the company's equipment (computers, phones...), and digital tools so that they can contact and be contacted by workers and share information with them.

→ **Secure use by workers' and their representative should be guaranteed, without it being possible to intercept communications and identify users.**

Any use of intrusive surveillance systems that would allow employers to analyse the content of workers' emails or their activities on the internet must be strictly prohibited. Employers should provide teleworkers with secure digital meeting spaces in which to conduct trade union activities.



## Equal treatment for all workers

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The terms and conditions of all workers, whether or not they telework, should be identical or equivalent. Workers who choose to telework should not suffer prejudice in any of their working conditions, including pay, employment status, working time, training and career development.

→ **Workers who telework should be treated equally with all other workers.**

Remote work should not be used to change employment status from long-term contracts to more precarious forms of contracting, including temporary contracts, agency contracts, or outsourcing.

Telework arrangements should not be used to modify or undermine the right to leave (holiday, sick leave, maternity, paternity or parental leave)

## Salaries

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Some employers penalize teleworkers by eliminating bonuses related to food or transport regardless of whether these bonuses are part of the remuneration package.

→ **The overall salary, allowances and benefits package should remain at the same level as workers from the same categories who are not working remotely.**

Remote workers should keep bonuses related to food and some transport allowance if they continue to go to the office on regular basis. If teleworkers lose any allowances or compensation due to telework, trade unions should ensure that these losses are compensated with equivalent allowances to compensate for costs incurred by telework (see section: [Work equipment, costs incurred by remote work, and insurance](#)).

## Training and career development

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→ **Workers who are teleworking have the same rights to lifelong learning, training and career development as other workers.**

Employers must offer the same opportunities to remote workers as to office-based workers. This applies to development reviews and training, and how these are carried out.

Training must be made available on the skills required for working remotely: time management, working independently, online communication and management skills. Telework policies and agreements should ensure that remote workers receive appropriate training on the technical equipment and software available to them. Remote workers should be trained on characteristics of this form of work organization, including health and safety, the right to privacy and data protection, the right to disconnect, cyber security and more.

→ **Remote workers must remain visible. Trade unions should negotiate measures with employers to ensure teleworkers are not disadvantaged and benefit from the same opportunities in terms of career development.**

Measures could include organizing regular physical and on-line reviews with managers, offering time with a mentor and providing training online and in person to help workers develop. Managers should ensure that remote workers are considered for key projects and opportunities for promotion in the same way as office-based colleagues.

This is especially important for women workers who are responsible for a disproportionate burden of unpaid domestic and family care work, and therefore have less time to engage in career development.



Trade unions must work with employers to develop inclusive training policies and programmes, especially regarding diversity and gender.

If training will take place at the company premises, teleworkers should be given adequate notice to be able to organize their schedule.

## Training for managers and supervisors

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Telework should promote management styles based on trust. Employers and managers must trust workers' ability to telework and organize their work, and their commitment to achieving their professional objectives. Workers need autonomy in the way they perform their work. This involves new ways of communicating, delegating and working with teams to keep workers motivated, helping them to navigate different working styles, maintaining good team collaboration, and supporting workers to disconnect from work and have reasonable working time arrangements.

Telework policies and agreements should include training for managers aimed at developing leadership skills in managing remote teams, effective communication with a remote team, coaching, and mentoring.

## The learning needs of newly-hired workers, interns and apprentices

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The learning and integration needs of newly-hired workers, interns and apprentices must be considered.

Telework should not undermine opportunities for newly hired workers to learn about their role and integrate into the organization, or obstruct the training of apprentices or interns. Trade unions could demand that these categories of workers be excluded from telework for an initial period – for instance, six months – or work with employers to ensure that measures are put in place to ensure a minimum, accompanied presence at the workplace.

## Inclusive and fair telework policies and agreements

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### Clear, transparent and standardized application process

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To avoid confusion or arbitrary decisions, trade unions should ensure that a clear telework application process is in place and provided for in collective agreements.

For transparency, the process should indicate who will be in charge of reviewing the request (the level of management involved, involvement of human resources), eligibility criteria, and time limits for a response from management to an application.

There should be transparent criteria to justify the refusal of teleworking requests. If a specific request for teleworking is not approved, management should make reasonable efforts to agree a suitable alternative proposal whenever possible.

→ **Workers should be able to appeal in case of refusal by management or failure to offer a suitable counterproposal following a refusal.**

Appeal mechanisms can be put in place. Grounds for appeal could include: pressure on a worker to accept unsuitable teleworking arrangements; unfair treatment due to teleworking; failure by the employer to properly care for the safety, health or welfare of a worker, or failure to abide by some other aspect of the agreement or policies.



→ **Telework policies or agreements should provide transparent and non-discriminatory eligibility criteria.**

Telework should be accessible to workers regardless their employment status.

### Inclusive criteria for defining eligible work

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→ **Eligibility criteria for telework should be non-discriminatory.**

Objective criteria could include:

- **Technical constraints (the need to access specific tools or equipment)**
- **Security requirements of the data processed or the operations carried out**
- **The need for a presence at the workplace (human interactions, on-site interventions)**
- **The feasibility of performing tasks remotely**

→ **To be more inclusive and open to a larger number of workers, the selection should consider the tasks performed in different jobs, rather than the jobs themselves.**

A worker who can only perform some tasks remotely could also be eligible for teleworking.

Progress made by digitization and new technologies may enable tasks that cannot currently be a part of telework to be performed remotely in the future. Defining criteria should be therefore reviewed regularly.

→ **To ensure that workers whose jobs do not allow teleworking are not disadvantaged, measures should be negotiated with the employer to allow these workers to improve their work-life balance, such as more flexible working time, or a different organization of work.**

If teleworking is recognized as a right, social dialogue should also consider forms of financial compensation for workers who cannot benefit from it.

### Breaking with gender roles and stereotypes

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Telework should not increase gender inequalities.

→ **Gender-based job segregation may lead to obstacles to equal access to telework.**

Limiting telework to positions that require a certain degree of autonomy and qualifications may disproportionately exclude women workers, who in IndustriALL sectors are concentrated in administrative jobs. Another difficulty is the low representation of women in STEM (Sciences, Technology, Engineering, Mathematics) jobs which can be performed remotely.

Trade unions should ensure that employers analyse gender-based biases, and define inclusive criteria for selecting tasks which can be performed remotely. Trade unions must continue to work with employers to improve the representation of women in STEM jobs.

There is also a risk that telework is perceived as being designed primarily for women workers, to allow them to reconcile paid and unpaid work while failing to eliminate the risks and disadvantages to the health and professional development of women workers. Telework should not be seen as a solution to inequality in the distribution of domestic and childcare work.



→ **Telework should be promoted as a way to grant co-responsibility to both men and women in doing unpaid care and domestic work.**

Telework should be integrated into company equality and family-friendly policies and plans, where they exist, with a particular focus on encouraging men to equally share the responsibilities of unpaid care and domestic chores. New working arrangements must offer both women and men equal opportunities to telework and viable options to overcome work-life conflict.

### Dealing with inequality issues linked to workplaces

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→ **Not all homes or other remote workplaces are suitable for telework, as they cannot guarantee the wellbeing and health and safety of workers. Workers should have access to suitable workplaces to be able to telework.**

Criteria for suitable workplaces, such as workers' wellbeing and health and safety, technical requirements such as access to broadband, or the ability to guarantee confidentiality, should be indicated in the telework policies and agreements.

Trade unions should negotiate with employers to cover the cost of bringing a remote workplace into compliance.

If the remote workplace is not suitable, and it is not possible to adapt it, then other solutions can be negotiated.

→ **Workers in precarious housing should not be doubly penalized because of their living conditions by not being able to telework. The opportunity to work from hubs or teleworking centres close to workers' homes is a possible solution.**

### Specific arrangements for carers and workers with disabilities

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Specific arrangements should be negotiated for carers and workers with disabilities.

Telework can be a means of providing reasonable adjustments for employees with disabilities or long-term illnesses. This includes the provision of assistive technology where necessary.

Being a carer is demanding. It is worth discussing care requirements individually and working out a suitable flexible working pattern.

### Amendments to workers' contracts, individual agreements or written arrangements

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Some existing telework legislation requires workers and their employers to sign an amendment to their work contract or an individual agreement before commencing telework, detailing modes of working and conditions for implementation. These amendments are not always compulsory under national law, but it is advisable to ensure they are established, or that there is at least a written record of the agreement, even if there is an existing telework collective agreement or policy. These amendments should be in line with existing agreements and policies.

→ **A written agreement ensures transparency and better protection for workers.**





National legislation may also guarantee allowances or the reimbursement of additional costs incurred by teleworking. Without written agreements, workers may face difficulties in claiming allowances or overtime. They also risk being accused of theft or endangering confidential information by removing files from the company, or of endangering the IT system by connecting from outside the company.

According to existing legislation, the minimum information to be mentioned in these individual agreements or amendments should include:

- **A list of equipment and tools (including consumables and furniture) which the worker can access;**
- **Costs incurred by telework and covered by the employer;**
- **Working hours and hours during which the worker should be available and reachable;**
- **Percentage of working days teleworked per week;**
- **The remote workplace selected by the worker;**
- **Term or duration of the agreement;**
- **A way to record working hours;**
- **Procedures in case of technical difficulties;**
- **Instructions issued by the company regarding data protection and information security.**

Individual agreements could also mention notice periods for reversibility as well as for informing the worker if they are required to come to the work premises on a day they are supposed to work remotely.

Some existing laws require individual agreements to be sent to workers' representatives or committees in charge of monitoring the implementation of telework agreements and policies, respecting the confidentiality of information. This helps ensure that the agreements comply with the existing policy or collective agreement.

## Occupational health and safety (OHS)

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Under most existing national legislation and collective bargaining agreements, employers are responsible for protecting the health and safety of workers. The lack of control employers have over remote workplace raises several issues for employers when fulfilling their duty of care to provide a working environment suitable for workers to carry out their contractual duties.

However, there should be no difference between telework and other forms of work when it comes to the employers' duty of care. This is supported by existing laws on telework, which uphold this responsibility.

Due to the employer's lack of control of the remote workplace, there is a risk that responsibility for health and safety will be placed on workers. Trade unions should avoid this, and ensure that workers' health and safety rights - the right to know, the right to participate and the right to refuse - are respected while teleworking.

Telework is a developing form of work organization. Thorough reflection and discussion, based on good practice and the assessment of experience, should continue within and between trade unions, workers and employers, to overcome challenges and ensure the optimal protection of workers' health and safety.

Existing legislation also reiterates the role of the labour inspectorate in verifying the legal requirements, including in terms of health and safety. The labour inspectorate should have access to the place of telework, with the prior consent of the remote worker.





## Updating OHS policies

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→ **Employers should update existing OHS policies in collaboration with trade unions, health and safety reps and committees.**

This would involve identifying hazards associated with telework, including physical and mental health risks, developing a risk mitigation plan, and regularly monitoring and updating plans.

Several aspects that an OHS policy should cover include:

- **The responsibilities of employers and the rights and duties of workers**
- **How risk assessment is carried out for telework**
- **Training for OHS officers and reps on the health and safety of remote workers**
- **Training for managers and workers on risks associated with telework**
- **Advice and guidance for workers**
- **Names and contact details of OHS reference people for telework**
- **Names and contact details of organizations that provide psychological support to teleworkers**

Workers and their representatives should be involved in the development of risk assessments and the development or updating of OHS policies.

The updated policy needs to be easily accessible to all the workers even when working remotely.

## Risk assessment

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As part of its duty of care, the employer has a responsibility to carry out a risk assessment on the proposed remote workplace to ensure that it is suitable for the tasks the worker has to perform, in terms of ventilation, temperature, lighting, space, chair, desk and computer, or other kind of workstation. It should consider risks related to electricity and fire. Legislation may also require the employer to be responsible for the equipment it supplies.

Risk assessment is key for the protection of workers' health and safety. For telework, it is also important that risk assessment considers the impact on family members and others at the workplace, for example with trip hazards.

→ **In some national legislation on telework, the employers' duty of care involves visits to remote workplaces by the employer, OHS officers or delegates, and/or workers' representatives.**

Although these visits enable the development of a thorough and precise risk assessment, they raise serious concerns about workers' right to privacy.

→ **If workers telework from their home, these visits must be strictly conditional on prior consent from the workers, as is the case in much of the existing legislation.**

These visits should be clearly regulated in collective agreements or policies on telework.

Policies and collective agreements should make it clear that if a worker refuses to agree to these visits, they will not be penalized or sanctioned.



Provisions to regulate these visits and ensure the privacy of the worker could include:

- **The obligation to inform workers of the possibility of these visits and their right to refuse them**
- **A clear protocol on how these visits are requested and conducted and by whom, restricting them to the room where the worker is working**
- **A notice period to inform workers and their reps that visits will be conducted, if the workers agree**
- **The right of the worker to request to be accompanied by their representative(s) during the visit**
- **Frequency of visits to update risk assessments**
- **The right of workers to request risk assessment visits**
- **Prevention of any risk of violence and harassment during visits**

By conditioning permission to telework on the acceptance of visits by the employer, workers might feel pressurised to accept these visits, or employers and workers might opt for unregulated telework. This would be prejudicial for workers' protection.

This issue should be thoroughly discussed with workers to find solutions that facilitate the highest level of protection for workers and respond to the employers' duty of care and legal requirements.

Some existing legislation also allows another option that provides a lower level of protection for workers:

If workers are reluctant to have their employers or managers coming into their homes, employers can mandate specialist providers to conduct assessments. Electricians can evaluate the electrical system, and ergonomists can evaluate the design of the workstation. These visits will need the prior consent of workers.

Employers can train workers to accurately self-assess their work environment. Employers must provide detailed and precise checklists and clear guidance, developed together with the OHS committees or representatives, to help workers assess their working environment and identify potential hazards and risks.

To fulfil this requirement, the employer could request, with the workers' agreement, photographs or video recordings of the work station or particular elements. Managers should be properly trained to assess remotely.

Reviews conducted together with managers, OHS officers or delegates and the worker can be organized to complete the process. Workers should be able to request support from their union reps when conducting a self-assessment.

**→ Workers should not be responsible for assessing their workplace without clear guidance and support from their employers. It should be made clear that risk assessment remains the responsibility of the employer.**

When no specific workplace is defined, additional challenges are raised for employers as it is not realistic to assess and adapt all potential workplaces, especially public spaces such as hotels, coffee shops and libraries.

The risk assessment should be conducted in the primary workplace. Employers should inform themselves of the risks in other working environments by consulting workers, through questionnaires for instance, so that they understand the environments that workers use and identify potential hazards.



Several models of check lists and questionnaires to conduct gender-responsive risk self-assessment are available (See [Sources and further material](#)).

## Ergonomics

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Employers must ensure that workers have suitable equipment (desk, seat, screen, mouse, keyboard), as well as healthy habits (good posture, regular breaks, stretching, moving) to avoid physical strain.

Risks related to ergonomics should be taken into consideration in the occupational health and safety policy. Training, advice and clear guidelines should be provided to help workers set up ergonomically appropriate workstations, work with good posture, and vary position throughout the day.

A reference person from the health and safety team should be appointed that workers can contact for guidance on ergonomics. The employer could mandate an ergonomics specialist to provide guidance and visit remote workplaces if requested by workers.

Numerous guidelines on ergonomics exist that trade unions can consult (See [Sources and further material](#)).

## Psychosocial risks

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One of the main risks factors of telework is isolation, which is detrimental to workers' mental health.

- **To avoid the loss of social bonds, a minimum number of working days on the employers' premises should be maintained.**
- **Managers have an important role to play in maintaining this social bond and preventing workers from feeling isolated.**

Managers should organize regular individual meetings with workers and their teams to discuss planning, workload and deadlines. Regular team meetings enable workers to exchange information and stay informed on what is happening in the company, and are important for maintaining team spirit and a good level of trust among colleagues. Managers should provide opportunities for the workers to informally converse and share events.

Teleworkers may face increased stress because the boundaries between private and professional life are more easily blurred as they deal with simultaneous demands from their family and from work. This affects women workers more, as they provide around three quarters of all unpaid care work. (See the chapter on [work-life balance](#)).

## Cyberbullying and other forms of technologically-enabled violence

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Teleworking arrangements, with the increased use of technological and digital tools for communication, may lead to a higher risk of cyberbullying and other forms of technology-enabled violence.

Cyberbullying may take a number of forms of aggressive and threatening behaviour, such as sending offensive messages, including insults, personal threats, intimidation, or sexual harassment, verbal abuse via phone or video call, withholding work-related information, or spreading rumours or unwanted photos of colleagues on social media.

- **The increased use of monitoring and surveillance tools, including webcams, increases the risk of harassment, including sexual harassment.**

Women workers are particularly vulnerable to this form of harassment.



Occupational health and safety and violence and harassment policies at company and workplace level should be updated to include these risks. Employers and trade unions should establish measures to protect workers, particularly women and groups in vulnerable situations, such as LGBTIQ+, migrant, disabled, minority and racialized workers.

Employers should clearly state that these forms of behaviour are unacceptable and highlight what is and is not appropriate in terms of language at work. There should be sanctions in cases of abuse, as well as support, grievance and remedy mechanisms for victims.

→ **Trade unions must ensure that intrusive surveillance tools are prohibited or highly restricted, and that workers' rights to privacy and a workplace free from violence and harassment is protected.**

Trade unions should base their negotiation on ILO Convention 190, which protects workers against all forms of violence and harassment in the world of work, including those through work-related communications and enabled by information and communication technologies. At national level, they should lobby for the adoption of effective mechanisms to prevent cyber-harassment and intrusive surveillance.

## Domestic violence

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The Covid-19 health crisis showed that telework can lead to an increased risk of domestic violence, especially for women. Telework and the associated risk of social isolation means those at risk have less contact with people who might ordinarily spot signs of abuse.

ILO Convention 190 states that governments, employers' and workers' organizations and labour market institutions can help to recognize, respond to and address the impacts of domestic violence.

→ **Employers, as part of their duty of care, have a role to play in raising awareness and offering support and assistance to potential victims of domestic violence.**

Domestic violence should be included in occupational health and safety policies. Risk assessments should assess the risk of domestic violence with remote work. Working with trade unions, health and safety reps and domestic violence organizations or experts, employers should develop measures to address these risks. Trade unions should negotiate domestic violence policies, or to include language in collective agreements on domestic violence that considers remote work.

These policies should include:

- **Information and resources to all workers about the heightened risk of domestic violence due to telework**
- **Guarantee of confidentiality and non-retaliation for disclosing domestic violence**
- **An up-to-date list of domestic violence support services**
- **Guidance for managers**
- **Protection measures such as temporary protection against dismissal for victims;**
- **Dedicated leave and flexible work arrangements**
- **Security measures such as a code word or phrase that can trigger a management intervention such as a call to the police**
- **Safety plans with safe ways to help victims**



## Accidents

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- **Workers who are teleworking should benefit from the same protection and support in case of a work accident as other workers.**

The coverage provided by the work-related accident insurance is generally more beneficial than social security or accident coverage for private accidents. Unions and employers should look closely at existing legislation to ensure that there is no gap in protection, and that teleworkers who fall victim to a work-related accident receive equal compensation to colleagues working at the premises of their employer.

The legislation relating to accidents at work should apply to remote workers when the accident takes place during working time and while teleworking.

If there is a legal presumption that an accident is work-related, it should be applicable to telework.

- **Employers need to verify legal aspects related to telework and have adequate insurance cover in case a work-related accident occurs while teleworking.**

Employers should ensure that the way telework is implemented guarantees the highest level of protection to workers under existing legislation. Employers should adapt current policies to cover telework.

Attention must be paid to the conditions required for a work accident to be recognized as such under existing legislation.

- **The right of teleworkers to the same level of protection in case of accident should be stated clearly in the telework agreement. Employers have a responsibility to ensure that workers have adequate occupational injury insurance cover at the remote workplace.**

Teleworkers may face challenges in having their work accident recognized as such because they are working outside the employer's premises, and because of the difficulty in distinguishing between work and private life situations.

To trigger the legal presumption that an accident is work-related, or to make it easier for a worker to prove that an injury occurred under conditions covered by the law, it may be necessary to amend the contract, individual agreement or written arrangement, to define the teleworking conditions, including workplace and hours of work, before the worker starts teleworking.

Trade unions must ensure that the definition of the workplace is broad enough, to avoid problems of recognizing work accidents during working hours in areas such as rest or toilet areas within homes.

Telework policies or agreements should make sure that the company has a suitable system in place for reporting accidents or injuries for workers teleworking.

## Working time, work-life balance and the right to disconnect

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### Flexible working time

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Workers who are teleworking should be clearly notified in writing before the start of the telecommuting arrangement what is expected of them in terms of working hours and hours during which they should be available and reachable.

Flexibility of working hours is one of the advantages that most attracts workers to remote work. However, in many negotiated agreements, teleworkers must strictly respect office working hours.



Unions should negotiate, when possible, for greater flexibility for teleworkers. Already existing laws make it possible for workers to adopt more flexible working time.

Time periods during which workers are not reachable and should not be disturbed, so that they can focus on tasks requiring concentration, could also be discussed. There is also a need to be aware of computer fatigue that has been reported frequently during the Covid-19 pandemic.

## Work-life balance

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Recent studies have shown that teleworkers tend to work longer, due to saving commuting time and the increasingly blurred boundaries between private and professional life. During Covid-19 lockdowns, many trade unions reported an explosion of overtime.

→ **Remote work should not be a pretext for an increase in working time. The work-life balance of teleworkers should be respected.**

Agreements or policies on teleworking should emphasise the importance of managers setting a manageable workload with clear, precise and realistic goals, so that workers can manage their work-life balance. Workload measurement is even more important in teleworking. Unfortunately, most existing agreements simply state that the workload of the teleworker must be "equivalent" to that of workers working from the office.

Regular individual and team meetings between teleworkers and their managers to discuss the workload must be provided for in collective agreements or policies.

→ **Unions and workers must find a way to allow a fair balance between the autonomy of teleworkers and the need to measure working hours, to prevent an increase in working hours and the excessive use of unpaid overtime.**

Employers and unions can agree on a system to record working hours. This ensures that overtime hours are recorded and can be paid.

A no fault alert system can be developed, with the health and safety committee and human resources department as appropriate, to monitor overtime and redefine the workload.

## The right to disconnect

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→ **The right to disconnect refers to a worker's right to disengage from work and refrain from engaging in work-related electronic communications, such as emails or other messages, during non-working hours.**

The increasing use of digital tools makes it urgent to ensure that all workers have a right to disconnect. This is even more urgent for telework, because the boundaries between private and professional life are blurred. Some countries - including Italy, France, Belgium, Spain, Chile, Dominican Republic, Peru and Argentina - already have laws on the right to disconnect.

Social dialogue around telework is an opportunity for unions in countries without these laws to push for legislation recognizing this right. Where legislation does not exist, the collective agreement or policies on telework should include a provision on the right of the teleworker to disconnect.

In many telework agreements, the burden is placed on workers to not exceed working hours and not reply to emails or messages during rest time. Agreements should include concrete measures that shift the



burden, such as disconnecting company servers or stopping the reception of email in the evening and at night and during workers' holidays, or prohibiting managers and employers from sending emails at night.

→ **Trade unions should avoid a transfer of responsibility so that the right to disconnect becomes a duty to disconnect. Workers who want to disconnect should feel authorized to do so, and also not be overwhelmed with an unrealistic workload.**

Management must develop a working culture that ensures that workers feel empowered to disconnect from work at specified times reserved for rest and personal life without negative repercussions for their careers. This should be made clear in collective agreements, mentioning that managers should set an example.

Collective agreements and policies should make clear that regular meetings to discuss workload and the right to disconnect are important. Where possible, training for managers and teleworkers on the right to disconnect and the proper use of digital tools should be provided.

If the specific nature of the company requires periods of connection or availability outside working time, for security or commercial reasons or in emergencies, then the collective agreement must provide for compensation in time off or financially.

Workers' representatives and the occupational health and safety committee should be actively involved in ensuring that the right to disconnect is respected.

## Work equipment, costs incurred by remote work, and insurance

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→ **Teleworkers must not carry the burden of any extra costs related to remote work.**

The employer should be responsible for providing the equipment necessary for telework. Workers should benefit from an allowance or compensation for costs incurred by teleworking, including rent for workspace, insurance, electricity, internet, mobile phone service and others.

These obligations of employers should be covered by the national legislation; however, it is not always the case.

Allowances and compensation for costs incurred should be negotiated and be defined in telework policies and agreements.

Workers should not be refused allowances to cover additional costs incurred by telework under the pretext that it is their own choice to work from home or because workers save on commuting costs.

### Work equipment

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→ **Employers should provide suitable equipment and tools that allow workers to work as if they were at their employers' premises.**

Equipment provided to workers for telework should be complete. This equipment should include a computer, mouse, keyboard, an appropriate desk, chair, and screen. Depending on their role and how frequently they work from home, workers may also need a printer, specialist equipment, a shredder and a lockable cabinet for confidential documents. Consumables like paper for a printer should also be considered.

Employers should be responsible for maintaining and replacing equipment necessary for remote work.





Telework agreements and policies should make clear that employers are responsible for providing and maintaining the equipment necessary for regular telework, set out what equipment a worker will need to work remotely, how the worker will obtain it, and who the equipment belongs to.

Trade unions and workers' reps should be aware that workers may be reluctant to have generic office furniture in their homes and may prefer to be reimbursed after equipping their workspace according to their preference. The furniture purchased by workers should respect criteria defined by the employer to ensure that the work station is ergonomically suitable.

Dialogue between managers and workers is vital to detect any difficulties with the equipment. Workers should feel free to raise specific needs for ICT equipment, software and training.

Workers should be exempt from any financial liability or sanction for any losses, damage or theft.

Even if the worker is provided with adequate equipment for teleworking, they may prefer, or need, to perform certain tasks at the workplace in order to benefit from specific equipment in the employer's premises (technical equipment, communication tools, computers), or be able to work on physical objects.

→ **Therefore, teleworkers must have a continued access to their workplace and relevant equipment.**

### Information and communication technologies (ICT) and operating costs

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The employer must ensure that workers have access to the technology and communication tools that they would have at the employers' premises, including broadband internet. If workers do not have an internet connection which is adequate for their work, employers should cover the cost of upgrading the service.

→ **The teleworking policy should be explicit about the compensation available to ensure that teleworkers have an adequate internet connection and communications tools.**

Policies and agreements should also ensure that workers are not be held responsible or penalized because of a technical breakdown where they are working, such as a power failure or network disturbance.

Clauses in the agreement should cover these circumstances, with arrangements such as focusing on off-line tasks, or if the system is expected to be down for an extended period, that workers may be expected to come to the office to work.

### Training and support

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Working remotely may involve the use of new tools. Employers should review whether workers have the skills they need to use the technology. Remote working agreements and policies should provide training for workers on the tools they will be required to use.

Workers should have easy access to technical support should they need assistance. It is the employers' responsibility to ensure that workers know how to access technical support.

### Costs, insurance and taxes related to the use of private space for professional activities

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→ **In accordance with applicable laws, employers should compensate employees performing remote work for indirect costs necessary to perform their duties, including but not limited to rent for workspace, insurance, electricity and heating.**





Telework agreements and policies should set out how much the employer will contribute towards these costs. The policy should state what can be claimed for, what amount, and what is taxable. Employers should ensure that their equipment is properly insured.

Depending on the law, this financial compensation could take different forms: reimbursement on the basis of invoices; payment of a fixed lump sum allowance, or payment of amounts calculated according to the actual costs and the number of teleworking days.

In some countries, remote workers may have a right to national allowances or tax benefits associated with remote work. It is the employers' responsibility to inform workers about these benefits and mention them in telework policies and agreements.

The employer should set out the implications of teleworking on tax. Workers should be informed of these implications in writing when starting to telework.

→ **Telework may have implications for insurance and mortgage policies. The employer should inform workers about what they must do to comply with these policies.**

Workers may have to inform their home insurance that they work from home. If a worker's premium rises as a result, the employer should pay the difference. Employers should guide employees through this process.

## Privacy and personal data protection and cybersecurity

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### Privacy and data protection

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The use of ICTs at work has spread rapidly in recent years. For workers and their representatives, the main dangers lie in the increased capacity for monitoring and surveillance, as well as the possible use of workers' personal data. New technology may allow workers' productivity to be monitored, as well as aspects of their personal lives.

There is an urgent need to establish or strengthen national regulations to protect workers' personal data and right to privacy.

Negotiating telework agreements or regulations at national level is an opportunity to advance social dialogue on privacy and data protection.

→ **The rights to privacy, dignity and the protection of personal data need to be particularly considered in a context of telework.**

With the increase of telework during the Covid-19 pandemic, there was a reported increase in the use of intrusive surveillance tools that violate the right to privacy and dignity of workers. This includes software that automatically takes regular screen shots, or pictures of workers through their webcam, or tracks keyboard strokes, mouse movements or the physical location of workers with GPS.

New software tools have been developed that enable employers to monitor the email and web activities of workers (see also the chapter on [Freedom of Association](#)). Newly developed software is able to analyse the mood of workers through the webcam, to identify if they are happy, tired, upset and so on.

This virtual supervision is capable of creating a professional, intellectual, political and psychological profile of a virtual worker.



Companies have the technological capacity to keep all the traces left by connected workers and use them for monitoring. This information is digitized and can be accessed through the internet or intranet, raising the risk of unauthorized access, including to the personal data of workers.

## Supervising work in the context of telework

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Trade unions should reject any intrusive monitoring of the activity of the remote worker.

- **Through social dialogue with employers, unions should ensure that telework is seen as form of results-oriented management based on mutual trust, and a way of working built on increased autonomy and flexibility for workers.**

The monitoring of workers should be subject to regular review by managers and workers and should serve clear objectives. Workers need a clear articulation of the specific tasks and products expected from them, and timeframes for completing them, allowing them flexibility and autonomy to organize their work.

- **Where trade unions cannot prevent the use of monitoring tools, the use of these tools should be negotiated with trade unions, and safeguards must be introduced to ensure that workers' right to privacy is respected.**

These safeguards should respect national legislation and ensure that workers' right to privacy is respected. Trade unions and workers should demand transparency. No monitoring should be put in place and no worker personal data should be collected by a device or method that has not been previously negotiated with workers and their representatives.

Several European pieces of legislation on telework, based on the provisions of the General Data Protection Regulation (GDPR), also require that surveillance mechanisms be relevant and proportionate to the objective pursued. Therefore, the use of monitoring must be clearly justified.

Webcams should be considered when negotiating the right to privacy. Existing collective agreements require the prior consent of all parties when using webcams. Workers should not be obliged to switch on their webcams during meetings while teleworking.

Provisions on all these points should be included in the agreement regulating telework.

- **Trade unions should negotiate with employers for a policy on the use of IT systems and tools which takes telework into account.**

This policy could include:

- **Clear specification of the technical potential of the tools;**
- **The current use of this potential;**
- **How the tools are supervised, the backup systems used by the employer, and the duration of the backups;**
- **Training on data protection and privacy should be available and highly visible across the organization.**

Many companies have developed charters on the use of IT systems and tools, but very often without trade union involvement.

The use of personal devices raises challenges in terms of cybersecurity, the confidentiality of information and workers' privacy. Workers should not be obliged to use their personal devices while teleworking, nor to install any surveillance or monitoring systems on them.



## Cybersecurity and data storage

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Telework raises challenges for the storage and the use of confidential data. It should be the employer's responsibility to take the measures necessary to ensure the protection of data used and processed by the teleworker for professional purposes.

The employer should set out how staff working from home should store and transmit documents and information, and provide equipment to do so properly. Security issues related to data loss, hacking, confidentiality breaches and so on should be clarified beforehand so that the rights and responsibilities of remote workers are well understood.

Workers should be properly trained on cybersecurity, data storage, and the use and security of confidential data held at home.

Workers should be clearly informed of restrictions on the use of IT equipment or tools, including for personal purposes, and possible sanctions in the event of non-compliance. Collective agreements should guarantee the avoidance of automatic sanctions of workers for misunderstanding the company rules, in case established criteria have been breached. Failure to comply with a recommendation or obligation imposed by the company that does not put the company at serious risk or that exceeds the principle of proportionality should not be punishable.



## 4. SOURCES AND FURTHER MATERIAL

### Existing international or regional standards

- 2002 [European Framework Agreement on Telework](#)
- The ILO [Home Work Convention, 1996 \(No. 177\)](#) and the ILO [Home Work Recommendation, 1996 \(No. 184\)](#)

### Trade unions policies, guidelines and models of collective agreements on telework:

- *ITUC Legal Guide – Telework*, ITUC, 2020 : [https://www.ituc-csi.org/IMG/pdf/ituc\\_legal\\_guide\\_telework\\_en.pdf](https://www.ituc-csi.org/IMG/pdf/ituc_legal_guide_telework_en.pdf)
- *Template Homeworking Framework Agreement*, Unite, UK, 2020: <https://unitetheunion.org/media/3369/wvp-template-homeworking-agreement.pdf>
- *Homeworking Guide*, UNISON, UK, 2017: [homeworking-GuideJune2017.pdf \(unison.org.uk\)](#)
- *Guide du télétravail*, CFE-CGC, France: [guide-teletravail-partiel.pdf \(cfecgc.org\)](#), 2018
- *Table ronde, Télétravail*, CGT, France, 2020: [tract\\_teletravail.pdf](#)
- *le télétravail Les clefs pour bien négocier sa mise en œuvre*, FO, France: [FO-Cadres-guide-teletravail-2017-BD.pdf \(fo-cadres.fr\)](#)
- *Guide négocier et organiser le télétravail*, CFDT, France, 2018: [2018 - Guide du télétravail 0.pdf \(cadrescfdt.fr\)](#)
- *Template of Remote Work/Telework Agreement (home office)*, NITO, Norway, 2020
- *Labor Union Efforts Toward Introducing Telework, JTUC Policy*, JTUC, Japan, 2020
- *Teletrabajo, Guía para su negociación e implementación tras la aprobación de la ley del teletrabajo, #NoTodoTeletrabajoVale*, CCOO Industria, Spain, 2020: [8df9574de12621b6b43378acffd85eab000060.pdf \(ccoo.es\)](#)
- *UNI Global Union: Key trade union principles for ensuring workers' rights when working remotely*, UNI Global Union, 2021: [uni\\_remote\\_work\\_guidelines\\_report.pdf \(uniglobalunion.org\)](#)
- *A telework option that works for all*, IndustriAll Europe position paper, IndustriAll Europe, 2020: [Microsoft Word - EN - Position Paper Telework \(industrialall-europe.eu\)](#)

### ILO guidelines and publications on remote work:

- *Work from home: Human factors/ ergonomics considerations for teleworking*, ILO, 2020
- *Practical Guide on Teleworking during the COVID-19 pandemic and beyond*, ILO, 2020
- *Working from home from invisibility to decent work*, ILO, 2021

### Checklists and models of questionnaires to prepare negotiations on telework

- *Teletrabajo, Guía para su negociación e implementación tras la aprobación de la ley del teletrabajo, #NoTodoTeletrabajoVale*, CCOO Industria, Spain, 2020, p. 26: [8df9574de12621b6b43378acffd85eab000060.pdf \(ccoo.es\)](#)
- *ILO Practical Guide on Teleworking during the COVID-19 pandemic and beyond*, ILO, 2020, Annex 2
- *Checklist for setting up working from home*, Advisory, Conciliation and Arbitration Service, UK, 2020: [Checklist for setting up working from home | Acas](#)

### Guidelines and models of questionnaires for risks assessment in telework

- *Risk assessment for Teleworkers*, European Agency for Safety and Health at Work, 2008: [33\\_risk\\_assessment\\_for\\_teleworkers.pdf](#)



- *Display screen equipment (DSE) workstation checklist*, Health and Safety Executive, UK, 2021: [ck1.pdf \(hse.gov.uk\)](#)
- *Risk assessments for homeworkers*, TUC, UK, 2020: [Risk assessments for homeworkers \(elucidat.com\)](#)
- *Gender checklist on occupational safety and health*, TUC, UK, 2017, p 11: [Microsoft Word - Gender 2017 \(tuc.org.uk\)](#)

## Guidelines on addressing domestic violence in telework

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- *Briefing 1: What can employers and companies do during the COVID-19 crisis?*, Domestic Violence at Work Network, 2020: [dvatworknet-brief1.pdf](#)
- *Briefing 4: Domestic violence and the COVID-19 crisis – what can workers and trade unions do?*, Domestic Violence at Work Network, 2020, : [dvatwork-covid19-brief4\\_0.pdf \(dvatworknet.org\)](#)

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<sup>i</sup> The 2002 [European Framework Agreement on Telework](#) was negotiated, at European level, by social partners the ETUC (European Trade Union Confederation), UNICE/UEAPME and CEEP. This is a voluntary agreement that aims to establish a general framework to be implemented by the members of the signatory organizations in accordance with national procedures and practices specific to management and labour.



# INDUSTRIALL GLOBAL UNION GUIDELINES FOR INSTITUTIONAL REGULATION AND COLLECTIVE BARGAINING ON TELEWORK

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