Temporary guidelines of remote work for private sector establishments attached to Ministerial Resolution for 2020
Introduction

Based on its keenness for workers to be available in their establishments and for the labor market to be regulated during the period in which the precautionary measures are taken to curb the spread of the coronavirus, the Ministry of Human Resources and Emiratisation (MOHRE) has issued temporary guidelines to regulate remote work. These guidelines include the measures that should be taken by employers and workers during the current emergency conditions.

First. The following words and phrases will have the meanings set beside each wherever they appear in these guidelines:

Guidelines: Temporary guidelines of remote work for the private sector.
Remote work: A work system in which a worker performs his work outside the sites designated for work in the establishment with which he is associated with an employment contract, whether this work is on a daily, weekly or monthly part-time basis or on a full-time basis.
Employer: The private sector companies and establishments that the worker works for.
Second: Employer’s obligations

- Providing the technological tools necessary to complete the remote work through the use of smart and electronic systems.
- Defining the efficiency and productivity mechanisms and standards and the timeframes for all tasks assigned to the worker.
- Determining the mechanisms for managing the remote work in terms of working hours, whether it is necessitated to work for a specific time or for a flexible time during the day, week, or month.

Ensuring the availability of a safe technological environment to complete the remote work and taking into account the controls for maintaining the privacy and confidentiality of data and codifying the powers to access the systems. Following up the workers assigned to remote work to ensure their compliance with remote work hours and accomplishment of the tasks assigned to them.

Making it easy for remote workers to communicate with their colleagues, management and leadership required to communicate with to perform the tasks and access the information and systems needed to perform the work and providing video chat systems.
Third: Remote worker’s obligations:

- Obtaining the employer’s approval to work remotely.
- Undertaking to come to the workplace whenever asked to do so.
- Performing the tasks as per the related timeframes.
- Replying to all calls and e-mails and taking advantage of the available means of communication to ensure continuous communication as per work requirements.
- Maintaining the confidentiality of information and documents and using the time allocated for remote work in accomplishing the required tasks.
- Providing the supporting evidence required by the employer about his accomplishments and productivity.
- Preserving the remote work devices provided by the employer and returning the same whenever asked to do so.
- Reading and abiding by the privacy policy of remote workers.

Fourth: Governing laws and legislation

The labor relations law and the relevant legislation issued in this connection will be applicable to those working in accordance with these guidelines.