

-Committee: International Labor Organization (ILO)

Issue: The rights of teleworkers

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Position: Deputy President

PERSONAL INTRODUCTION

Dear Delegates,

My name is Evangelia Giannopoulou, and it is my utmost honor to serve as a Deputy President in the International Labor Organization Committee of the upcoming 5th ACGMUN Conference. I am 15 years old and a 10th Grade student at Pierce – The American College of Greece. It has been a year since my very first participation in a MUN conference and the experience so far has been truly fruitful, to say the least. MUN is a great opportunity to broaden your horizons, expand your knowledge and develop your public speaking skills. Besides, the bond created between the members of the committee is always strong and so are the friendships between the participants. Personally, I am determined to provide you with a holistic experience, where everyone can express their opinion and exchange ideas while sharing with you my excitement for the Conference!

The following study guide delves into the rights of teleworkers, which is a very important topic, especially nowadays, as the COVID-19 pandemic has changed a plethora of aspects of our lives, among them the working conditions as well. Therefore, the study guide will provide a cohesive understanding of the topic, so that based on it, you will be able to conduct your own research regarding your country's policy in relation to the issue. Make sure to be prepared and write before the start of the conference effective solutions you wish to propose so that you can participate actively during the lobbying and the debate. I cannot wait to see what you will come up with! Should you have any questions on the study guide, need any clarifications for the procedures, or anything in general, do not hesitate to contact me at evangelia.giannopoulou@acg.edu.

I am looking forward to meeting you all in April!

Best Regards and stay safe,

Evangelia Giannopoulou

TOPIC INTRODUCTION

Telework has emerged as a new type of work arrangement, fueled by the more digitalized character of the workspace. “According to the Organisation for Economic Co-operation and Development (OECD), in 2015, 25 percent of workers in the manufacturing industry worked remotely at least some of the time.”¹ However, teleworking has expanded since the appearance of COVID-19. Specifically, on the 11th of March of 2020, the outbreak of COVID-19 was declared by the World Health Organization (WHO) a pandemic. Thus, to limit the spread of the virus, many countries around the world implemented telework as a method to ensure social separation. Even governments that did not implement lockdown measures recommended companies to allow employees to work from home as a means of increasing physical separation. Although there is a technological gap between More Economically Developed Countries (MEDCs) and Less Economically Developed Countries (LEDCs), the influence of low-cost equipment and their advancement in LEDCs has accelerated the impact of technology on workers' lives.

The rise of teleworking in recent years has increased workers' connection to the workplace, as it is their home. Therefore, this leads to the intrusion of work in other areas of life. Personal life is becoming limited and there is a violation of workers' rights and concerns for the safety and health of teleworkers. Furthermore, the physical separation between coworkers has raised worries about the development of psychosocial health and safety problems linked to telework. When telework is not regulated, labor inspectors may not have access to the telework location, making it more difficult to enforce labor standards and laws. Increased telework arrangements generate privacy concerns for employees, as employers' power to deploy electronic surveillance is increased. Except if workers have the freedom to interact with their coworkers without fear of being monitored by management, trade union organizing may be hampered. If the activity of trade union organizing is restricted, the employees do not have the opportunity to discuss, support, and demand their rights in the workplace. In addition, teleworking arrangements implemented as an emergency precaution during the pandemic have highlighted the importance of earlier planning. Workers have been forced to work from home without having access to the necessary equipment, such as laptops or a decent internet connection.

Due to the aforementioned, the issue needs to be resolved and solutions are necessary so that the rights of teleworkers are respected, leading to decent working

¹ “Report: Why Telework Needs Institutional Regulation and Collective Bargaining.” IndustriALL, IndustriALL Global Union, 17 May 2021, www.industriall-union.org/report-why-telework-needs-institutional-regulation-and-collective-bargaining. Accessed 15 Jan. 2022

conditions and in the long term to economic growth, directly connecting to the theme of the 5th ACGMUN, “Decent Work and Economic Growth”.

DEFINITION OF KEY TERMS

Collective Bargaining

Collective bargaining is the continual practice of negotiating job arrangements/conditions between workers' groups or workers' representatives and employers.

Labor Rights

Labor rights, often known as workers' rights, are both legal and human rights that pertain to employee-employer relationships.

Information and Communication Technology

Information and communications technology (ICT) concerns the implementation of technological appliances such as computers and software in everyday life activities, one of them being work so that people can access different sources of information and communicate with each other.

Right to Disconnect

The Right to Disconnect is the right of employees to detach from work duties outside of the typical work schedule.

Telework

Telework (also called Remote work) is the situation when an employee works from their home or in a location other than the corporate offices of the business.

Teleworker

A teleworker is a person who works from home and connects with their workplace by phone, email, or the internet.

Trade Union

“Trade union, also called labour union, is an association of workers in a particular trade, industry, or company created for the purpose of securing improvements in pay, benefits, working conditions, or social and political status through collective bargaining.”²

² The Editors of Encyclopaedia Britannica. "Trade Union | Definition, History, & Facts." Encyclopedia Britannica, www.britannica.com/topic/trade-union. Accessed 8 Feb. 2022.

Work-Life Balance

Work-Life balance is the amount of time the worker spends doing their job compared with the amount of time they spend with their family and engaging in activities they enjoy.

BACKGROUND INFORMATION

Telework prior to the COVID-19 pandemic

Before the COVID-19 outbreak, telework was not used by companies as much as it is nowadays. In the European Union (EU), until 2019, just 5.4% of the 27 countries of the EU (EU-27), employees worked from home on a regular basis³. Teleworking was far more common among self-employed workers than among salaried workers, while both groups had similar increases over the last decade. “In 2019, almost 36% of the self-employed was sometimes or usually working from home in the EU-27, up from 30% in 2009. The prevalence of telework among dependent employees was just above 11% in 2019, up from 7.5% in 2009”⁴. In the United States of America, the situation regarding the application of teleworking prior to the COVID-19 pandemic was different from the one today. Prior to the pandemic, according to the U.S. Bureau of Labor Statistics, no more than 10% of the country’s workforce worked from home in some capacity; approximately a quarter of workers given the option, chose to work remotely⁵. Therefore, since teleworking was not so common before the recent pandemic, the legislation of the countries was adequately formed (or unformed). That led to organizational difficulties when a great number of workers had to convert to teleworking and, in some cases, the freedoms of the employees were overlooked as the issue was obscure. Generally, there were no specific references on telework, nor the rights teleworkers have in the Member States’ legislation.

³ “Report: Why Telework Needs Institutional Regulation and Collective Bargaining.” IndustriALL, IndustriALL Global Union, 17 May 2021, www.industriall-union.org/report-why-telework-needs-institutional-regulation-and-collective-bargaining. Accessed 15 Jan.

⁴ Milasi, S., González-Vázquez, I., and Fernández-Macías, E., “Telework before the COVID-19 pandemic: Trends and drivers of differences across the EU”, OECD Productivity Working Papers, 2021-21, OECD Publishing, Paris.

⁵ Rocchi, Valentina, and Shruti Krishnamurthy. “Many Countries Introducing New Regulations on Teleworking.” *Willis Towers Watson*, WTW, 11 May 2021, www.wtwco.com/en-US/Insights/2021/05/global-many-countries-introducing-new-regulations-on-teleworking

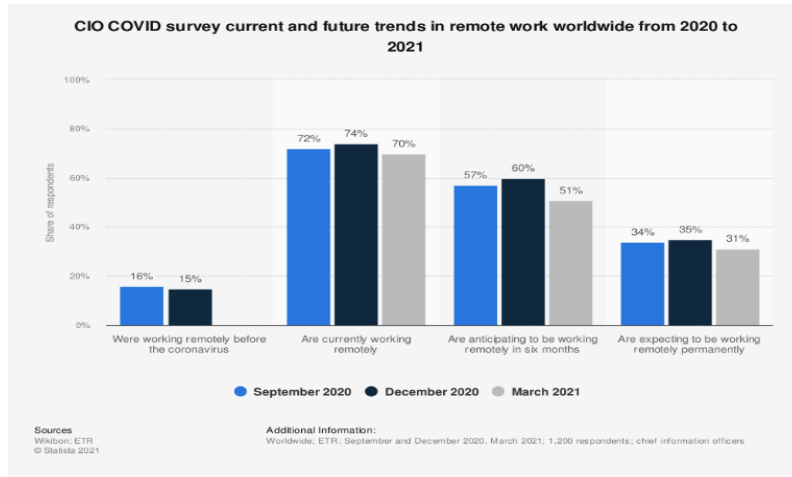


Figure 16: Figure showing the current and future trends in remote work worldwide from 2020 to 2021

Work-Life Balance

Finding the perfect work-life balance is a struggle for all employees. Employees' capacity to successfully combine work, family duties, and personal life, are critical for both employers and employees' family members. If work-life balance is achieved, employees' mental health is impacted positively, leading to an increase of productivity and motivation to work. In that way, employers are benefited too as employees' performance is better if the above-mentioned balance is found and thus, they produce a better outcome as well. Employees' negative inclinations are also shown, as they are simply a phone call or message away from their supervisor/employer, whereas instability and spending time with family can increase stress levels. Work-life balance is even more important for teleworkers as their home is used for both their personal and work life and therefore, they must combine both aspects in one location. Their personal space becomes their working space too, but at the same time they need to be able to distinguish situations between the two different aspects of their life so that they find work-life balance. It is possible for teleworkers to overrun the set working program, yet a pause from working is essential so that they are not constantly under pressure. Besides, because of the employee's distraction and personal life, the working day is effectively spread out over a longer length of time. Working time becomes more intermingled with personal free time and so becomes more extensive. The effects are multiple including the consequences on teleworkers' physical and mental health and the difficulty for the employees to separate personal space from the workplace.

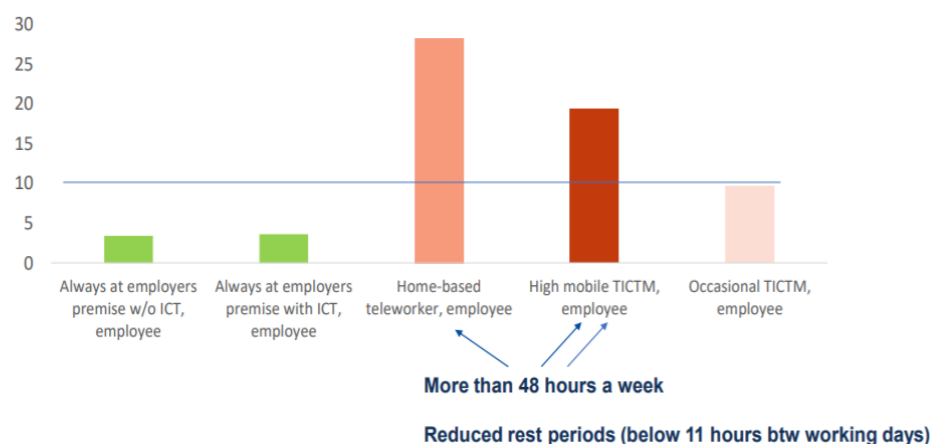
⁶ ETR. Statista, Wikibon, www.statista.com/statistics/1199110/remote-work-trends-covid-survey-september-december/ Accessed 25 Jan. 2022

The Right to Disconnect

For years, countries all over the world have been attempting to adopt effective right-to-disconnect legislation. In 2016, 2017, and 2018, France, Italy, and Spain respectively passed legislation granting employees the right to refuse to respond to work-related messages after their regular working hours and thus, not being penalized if they are inactive after office hours. Similar changes in Germany have been adopted by corporations rather than by legislation or by the government, with major German businesses stakeholders negotiating what practices to apply to guarantee employees to have the ability to disengage. The right to disconnect involves more than just acknowledging that employees should not be disturbed at any time, after their working hours. The ability to disconnect eliminates the requirement for a fast reaction, meaning that teleworkers are not obliged to respond to their employer’s demands after office hours. The same ability also shields workers from any negative consequences of being unavailable. Workers are explicitly urged not to reply outside of their regular working hours. Individual employees but also businesses can benefit from the right to disconnect. Although it may seem contradictory, employee burnout and overload are likely to be reduced by establishing an appropriate work-life balance, resulting in a more productive performance during working hours. Even though some may argue that businesses may suffer as a result of providing their workers with the right to disconnect, the truth is the opposite-reduced stress may have additional benefits, such as greater employee retention rates and morale, as well as employees' perceptions that their mental health is recognized and supported by their workplace.

Figure 2⁷: Figure showing the current and future trends in remote work worldwide

Percentage of workers working daily or several times per week in their free time (EU27 and UK)



from 2020 to 2021

⁷ “Effects on Working Time Percentage of Workers Working Daily or Several Times per Week in Their Free Time (EU27 and UK).” *OECD - Organisation for Economic Co-Operation and Development, Eurofound - European Foundation for the Improvement of Living and Working Conditions*, 25 Jan.

Surveillance by employers and the right to privacy

The heavy workloads, organizations' and enterprises' demands of perpetual availability, as well as self-imposed labor intensity contribute negatively to the decency of work of the employee. The constraints of management by control and their incompatibility to the reality of a virtual workplace have become more evident during the current crisis. The assumption that employees who work outside the employer's premises feel less compelled to perform successfully is reflected in many matters. Matters such as the supervisors' requests for continuous reporting on the progress made, the formulation of unrealistic targets, or the convening of pointless meetings at inappropriate times. In the absence of direct control, these tactics frequently reflect a doubt of people's dedication and ability to work effectively. In some cases, the use of intrusive surveillance devices to monitor employee performance also raises major concerns about workers' privacy and dignity. While businesses have a valid need to monitor employees' performance and preserve their resources, this necessity cannot be maintained at the expense of employees' right to privacy.

The mental effects of teleworking

Teleworking can also affect the mental health of the employee. Especially when the employee has not become accustomed to teleworking, they might experience mental health consequences. Social isolation is often observed; The worker feels lonely and even though they might communicate virtually with their co-workers during office hours, that does not replace the worker's need for real socialization. Thus, they feel that they are not able to socialize with others and that they are deprived of the world. In addition, teleworkers have a lot of concerns about technical support. It's too difficult to offer the appropriate degree of technical support for personal computers in a managed office setting, but the failure of the mobile office is far more disastrous for the teleworker. Although the aforementioned may sound more of a practical and technical issue, this kind of situation generates stress for the employee and, hence, their mental health is affected, too. Apart from that, another mental disquietude might be the career progression. As the teleworker might feel isolated from the rest of the world, but also their office, uncertainty prevails, since they think that despite their efforts at work, their performance is not noticed by their supervisors and in that way, they do not go forward in their workplace. Overall, the working aspects that can affect the employee's mental health are multiple. However, countries have not directly approached this vital issue through their legislation.

2021, www.ilo.org/wcmsp5/groups/public/---europe/---ro-geneva/---ilo-paris/documents/meetingdocument/wcms_767509.pdf Accessed 24 Jan. 2022.

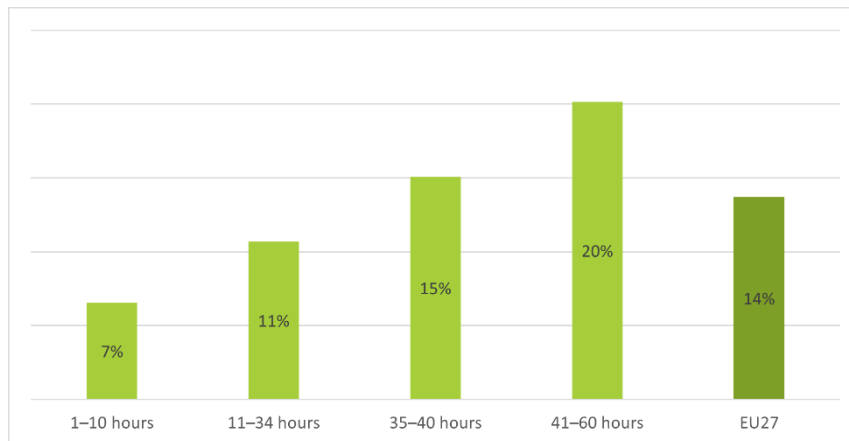


Figure 3⁸: Figure showing the percentage of full-time employees feeling isolated at work, by hours worked from home, EU27, July 2020

Gender approach to teleworking

While teleworking may make combining paid employment and family commitments easier for mothers, research suggests that they undertake disproportionately more housework and childcare than fathers. This implies that while teleworking may help with childcare difficulties, it does not always develop co-responsibility between fathers and mothers or create more gender-equal workplaces unless it is done consciously. A report states that due to workplace inflexibility, care obligations, and stress, one out of every four female employees in North America indicated they would stop working or limit the number of hours they worked⁹. In addition, while both men and women saw the benefits of teleworking, women were more likely to report experiences of professional and social isolation. Working from home entails the risk of partial marginalization, as well as fewer opportunities to communicate, learn, collaborate, and innovate, all of which can have negative effects on compensation, promotions, and training. What follows is the promotion of the employers' perceptions that men are more dependable and in need of work than women, as they are the ones who have to provide the household's necessities. This leads to the result that men receive special privileges over women as far as payment and job opportunities are concerned.

⁸ Predotova, Karolina, and Oscar Vargas Llave. "Workers Want to Telework but Long Working Hours, Isolation and inadequate equipment must be tackled." Eurofound, 6 Sept. 2021, www.eurofound.europa.eu/publications/article/2021/workers-want-to-telework-but-long-working-hours-isolation-and-inadequate-equipment-must-be-tackled. Accessed 7 Feb. 2022.

⁹ McKinsey and LeanIn. "Women in the Workplace 2020." McKinsey & Company, 30 Sept. 2020, www.mckinsey.com/featured-insights/diversity-and-inclusion/women-in-the-workplace. Accessed 8 Feb. 2022.

Trade Unions

As Trade Unions are the unanimous voice of the employees towards the supervisors and employers, if this voice is muted due to teleworking, then the restoration of teleworkers' rights is more difficult. Trade unions have been advocating to ensure that teleworking agreements are implemented in a way that improves workers' rights and conditions. Indeed, various national, sectoral, and company-level collective bargaining agreements now govern the introduction and application of teleworking arrangements. As an example, the Confederation of British Industry and the Trade Union Congress in the United Kingdom settled on teleworking guidelines in 2020. Specifically, there were suggestions regarding the safety and the well-being of workers, as well as the need for provision of equipment, the maintenance of regular working hours and the ability to stay in contact with the employer.

Responsibilities of the employers

In order to ensure the well-being of teleworkers, employers have responsibilities towards them too. They should provide a healthy and safe working environment, even to the extent of teleworking. Specifically, in the case of teleworking, a safe digital environment is necessary. In such an environment, teleworkers are able to get guidance when facing a technological/work-related problem, but also to communicate with their colleagues and perform in the best way possible. Moreover, teleworkers' mental health should be one of the employers' priorities for the employees' prosperity and furthermore work performance. The guidance offered by employers, as mentors, is vital for teleworkers. When working on a major assignment, directors and employees should agree on a set of subtasks for their working day. In addition, employers should provide teleworkers with the necessary means to work, meaning hardware and software equipment such as computers and working platforms. If the aforementioned are not offered to the employees, then both the workers and the employers are affected. The former do not have the means to work efficiently and complete their tasks, whereas the latter do not have as much profit as they could possibly have, due to this incapability of the personnel.

MAJOR COUNTRIES AND ORGANIZATIONS INVOLVED

Chile

Chile was one of the first countries in the world that updated its legislation in order to adapt to the new working conditions, after the outbreak of the COVID-19 virus was generated. A remote working law, the Distance Working and Teleworking Law was passed by the government of the country on the 1st of April of 2020. Among others, the law mentions that teleworkers should have the same rights as other workers.

Moreover, it establishes the right to disconnect when agreed-upon working hours have been completed; employees are able to disconnect from their work for a minimum of 12 hours daily if they are in agreement with the employer for a flexible arrangement of working hours and thus, a flexible working schedule.

Portugal

Portugal was the first European country to pass a law regarding teleworkers and remote working regulations. The legislation passed on the 5th of November of 2021, concerns employers with at least 10 workers. Specifically, the law refers to the employers' responsibility of payment for teleworking's costs, such as internet connection, electricity, and the responsibility of meeting with the employees once every two months. Moreover, the law states that employers are not permitted to contact their employees outside of business hours. Employers who do not comply with the new rule will be subject to sanctions.

Ireland

On the 7th of April of 2021, Ireland introduced a new COVID-19 conscious code, focusing on teleworkers as well. According to it, workers have the right not to conduct work outside normal working hours frequently and they are not penalized for declining to attend to work concerns after hours. Additionally, they are obligated to respect the right of others to disconnect. The guidelines do not define what constitutes 'regular working hours,' and they apply to both remote and in-office workers. The code is notably distinct from its predecessors in that it specifically addresses working across time zones, requiring businesses to manage expectations that international business personnel should only respond to emails during their own office hours. It also recommends manager training so that they may intervene if an employee fails to disconnect and figure out the cause of the problem. The code's inclusivity makes it a notable mention regarding teleworkers and the approach to the work-life balance.

European Union (EU)

The European Union has taken into consideration the rising of teleworking and the rights the teleworkers have. Multiple studies and surveys have been conducted by the different bodies of the European Union, with the European Foundation for the Improvement of Living and Working Conditions (Eurofound), a tripartite EU agency being the main conductor. Nonetheless, the EU Law has not clearly addressed the work-life balance issue of teleworkers, nor has distinctly regulated the right to disconnect. The main focus of the European Union on the matter has been to raise awareness and encourage all Member-States to adopt teleworker-friendly policies.

International Trade Union Confederation (ITUC)

The International Trade Union Confederation has approached the issue of the rights of teleworkers as it directly affects the Confederation as well. The ITUC has been concerned about the impact of telework on workers and the freedoms they should possess. The Confederation has published guides concerning telework and addressing the effects of telework on workers, as well as the employers' responsibilities and general legal basis.

TIMELINE OF EVENTS

Date	Description of event
October 1919	The International Labour Organisation is founded.
May 1975	European Foundation for the Improvement of Living and Working Conditions (Eurofound) is founded.
August 11, 1983	Convention No. 155 concerning Occupational Safety and Health and the Working Environment is applied.
November 1, 2006	The International Trade Union Confederation is officially formed.
2016	France introduces in the legislation a form of "The Right to Disconnect".
2017	Italy includes in the legislation of the country "The Right to Disconnect".
2018	Spain passes legislation concerning "The Right to Disconnect"
March 11, 2020	The World Health Organization (WHO) declares the COVID-19 a pandemic.
April 1st, 2020	Chile becomes one of the first countries worldwide to implement specific legislation regarding teleworkers.
June 2021	The European Council comes to conclusions, stating that the recent increase in telework necessitates consideration of its potential, limitations, and concerns while encouraging all European Member States to adopt the aforementioned recommendations too.

RELEVANT UN RESOLUTIONS, TREATIES AND EVENTS

“An employers’ guide on working from home in response to the outbreak of COVID-19”¹⁰ , Articles 3, 16, 18, 19, and 21 of Convention No. 155 concerning Occupational Safety and Health and the Working Environment¹¹

In the context of work, the term "health" refers to more than just the absence of disease or infirmity; it also refers to the physical and mental aspects of health that are directly tied to workplace safety and sanitation. Employers have a responsibility of care to all of their employees and must, to the extent that it is feasible, provide a safe and healthy working environment for them. This includes analyzing, regulating, and mitigating risks outside of the typical workplace. So, in the situation of teleworking and more particularly working from home, employers are responsible for the work that has to be completed is one which can be done safely from home; If necessary, changes are made to the tasks to ensure that they can be completed safely while teleworking. Workers ought to have access to essential information, guidance, supervision, and training, as well as emergency preparedness procedures. Provisions are made for the physical and mental well-being of employees.

“Teleworking during the COVID-19 pandemic and beyond – A Practical Guide”¹²

The Guide published by the International Labour Organisation approaches the different aspects of telework. Working time and work organization, performance management, digitalization, communication, occupational safety and health, legal and contractual implications, training as well as work-life balance are the topics into which the Guide delves into. While the guide also mentions suggestions, practices, and solutions that can be implemented in order to ensure the well-being of teleworkers. Furthermore, a checklist can be found in the Guide (Annex III, page 38). The checklist focuses on the aforementioned aspects of teleworking, and it gives the opportunity to either employers or employees to complete it and identify the potential problems of their workplace regarding teleworking. The Guide is very thorough and holistic and

¹⁰ International Labour Organisation. [wcms_745024.pdf](#) / An employers’ guide on working from home in response to the outbreak of COVID-19. International Labour Office, 2020.

www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---act_emp/documents/publication/wcms_745024.pdf Accessed 15 Jan. 2022.

¹¹ International Labour Organisation. Convention C155 - Occupational Safety and Health Convention, 1981 (No. 155), International Labour Organisation, www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB%3A12100%3A0%3A%3ANO%3A%3AP12100_ILO_CODE%3AC155 Accessed 15 Jan. 2022.

¹² Messenger, Jon, et al. “Teleworking during the COVID-19 Pandemic and beyond A Practical Guide / [wcms_751232.Pdf](#).” International Labour Organisation, 22 Oct. 2020.

https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---travail/documents/instructionalmaterial/wcms_751232.pdf. Accessed 22 Feb. 2022

thus, it is a very useful tool in situations of discussion regarding the rights of teleworkers.

PREVIOUS ATTEMPTS TO SOLVE THE ISSUE

Draft Council conclusions on telework – Council of the European Union¹³

The document proposes to all Member States of the European Union certain actions so that the implementation of telework is efficient but also respectful towards the rights of teleworkers. The suggestions include guidance offered to workers, protection of workers' health and also ways to prevent potential inequality between male and female workers because of telework.

NATO's response to COVID-19 and teleworking¹⁴

The NATO Communications and Information Agency (NCI) contributed to the Alliance Member States effort to efficient teleworking by the provision of equipment and especially hardware so that NATO's services and tasks can be accomplished even in situations of telework. Apart from hardware supplies (such as laptops), NATO also provided assistance regarding the safety of communications when teleworking.

Regulating telework in a post-COVID-19 Europe¹⁵

The report, published by the European Agency for Safety and Health at Work, includes an overview of both European Union's and Member States' regulations prior to the COVID-19 pandemic. Moreover, it mentions a variety of legal frameworks adopted in European countries, as well as initiatives. The aspect of initiatives mostly contains measures that have been taken by the countries and emphasizes the stance of France and the innovative points (such as the right to disconnect) in their legislation as far as teleworking is concerned. This emphasis aims to provide suggestions to other countries when tackling the issue of the rights of teleworkers.

¹³ Permanent Representatives Committee of the Council of the European Union. "Draft Council Conclusions on Telework." Council of the European Union, 3 June 2021. <https://data.consilium.europa.eu/doc/document/ST-9131-2021-INIT/en/pdf>. Accessed 22 Feb. 2022

¹⁴ Agency, NCI. "Covid-19 and Teleworking: NATO's Tech Agency Responds." Eforum.ncia.nato.int, NCIA- NATO Communications and Information Agency, 15 Apr. 2020, www.ncia.nato.int/about-us/newsroom/covid19-and-teleworking-natos-tech-agency-responds.html. Accessed 22 Feb. 2022

¹⁵ Sanz de Miguel, Pablo, et al. "Regulating Telework in a Post-COVID-19 Europe." Publications Office of the European Union, 10 June 2021. <https://euagenda.eu/upload/publications/telework--20post-covid.pdf>.

Accessed 22 Feb. 2022

ITUC Legal Guide – Telework¹⁶

The Legal Guide on telework, published by the International Trade Union Confederation, delves into the negative consequences of telework on the well-being of workers. Additionally, it presents the principles based on which the negotiation between the employees and the employer should be entertained, as well as employers' obligations towards employees. The Guide also includes an overview of legal grounds and regulations adopted in countries around the world.

POSSIBLE SOLUTIONS

Implementation of Legal Frameworks

Countries have included in their legislation the aspect of teleworking and the rights of teleworkers; however, a global, inclusive framework would ameliorate the situation and would contribute to the restoration of teleworkers' freedoms. The legal frameworks could address and highlight the rights the teleworkers should have as well as the responsibilities of the employers towards the employees when it comes to situations of teleworking.

Further Training

It is imperative that teleworkers are trained in-depth for the use of technological equipment and virtual working platforms. In that way, they will be more productive, and their work will be done efficiently. Nevertheless, it is important for employers to get trained too so that they can adapt to the needs of the business but also of the teleworkers when it comes to the use of technological devices and software.

Measures for the preservation of Mental Health

As mentioned before, teleworkers' mental health preservation is crucial not only for the individual but for the business as well. Thus, informative seminars towards the workers and the supervisors would be truly fruitful, as the former could learn how to manage the different "symptoms" of teleworking on their mental condition and the latter will become aware of the mental impact of teleworking on the employees and ways to help them when they are in need.

Provision for Less Economically Developed Countries (LEDCs)

Measures regarding the applicability of the proposed solutions in countries with a less financially developed background are crucial so that inclusivity is indeed present in the

¹⁶ ITUC CSI IGB. "ITUC Legal Guide – Telework." International Trade Union Confederation, 29 Sept. 2020. https://www.ituc-csi.org/IMG/pdf/ituc_legal_guide_telework_en.pdf. Accessed 15 Feb. 2022

different implementations. Such holistic resolutions are significant for the achievement of economic growth and decent work in all Member States. It is important for the economy of Less Economically Developed Countries (LEDCs) that telework can be implemented in the workplace efficiently in cases of emergency, such as the outbreak of COVID-19. The funding provided could target the supply of adequate technological equipment, the development of internet networks, and the provision of instruction to workers regarding the use of such technological tools.

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