

Remote Work System

in the Government of Ajman

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Article (1)

Definitions

The following words and phrases, wherever they appear in this System, shall have the meanings assigned to them below, unless the context indicates otherwise:

The State	The United Arab Emirates.
The Emirate	The Emirate of Ajman.
The Government	The Government of the Emirate.
The Department	The Human Resources Department of the Government of Ajman.
The Government Entity	Any department, institution, authority, council, agency, or any other entity affiliated with the Government, whose budget is part of its annual budget, or any other entity whose establishing or reorganizing local legislation decides to subject its employees to the provisions of Emiri Decree No. (4) of 2017 regarding the issuance of the Human Resources Law in the Government of Ajman.

Head of the Government Entity	The Director General, Executive Director, Secretary General, or their equivalent.
The System	The Remote Work System in the Government of Ajman.
Remote Work	<p>A type of flexible work that allows an employee to perform their duties and job responsibilities from outside the workplace as stipulated by this System, whether permanently, partially, or on-demand. Communication between the employee and their employer is conducted through the smart and electronic systems approved in the Government, or the specific systems of the government entity, with the employee and employer adhering to directives from competent authorities in this regard during emergencies that require performing work from outside the workplace instead of being fully or partially present at the workplace. Remote work, according to this concept, does not mean granting any type of authorized leave.</p>
The Employee	Any natural person occupying a civil position in the concerned government entity, regardless of the nature of their work or job title, and does not include workers whose employment affairs are regulated by special regulations or systems.
The Law	Emiri Decree No. (4) of 2017 regarding the issuance of the Human Resources Law in the Government of Ajman, and its executive regulations, or any legislation that replaces them.

Article (2)

Scope of Application

This System applies to employees in all government entities subject to the provisions of the Law, with the exception of the following:

1. Employees whose work nature requires their presence at the workplace.
2. Employees under probation.

Article (3)

System Objectives

This System aims to achieve the following:

1. Establish a unified and approved mechanism and methodology for implementing remote work for employees of government entities.
2. Provide modern work systems and create opportunities in government sectors that allow for attracting new categories of human talent.
3. Provide flexible work options and methods for employees and government entities to ensure business continuity and the provision of government services under all circumstances and as required by the public interest, especially in cases of emergencies and precautionary measures taken in the State.
4. Enable the employee to achieve a balance between work and social life, contributing to supporting family ties, enhancing the quality of social life, and providing broader opportunities for better community contribution.

Article (4)

Values for Implementing Remote Work

When performing their duties and job responsibilities through remote work, the employee must adhere to the values of professional conduct and public service ethics as defined by the Government Employees' Code of Conduct. In particular, they must adhere to the following values:

Justice	Achieving equality and fairness by providing equal and motivating opportunities for all.
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Integrity	Avoiding bias, preserving the public interest and public funds, and prioritizing them over all other interests.
Honesty and Trustworthiness	Commitment to sincerity in daily dealings and trustworthiness in carrying out the tasks and obligations assigned to the employee.
Objectivity	Making and accepting decisions based on scientific analysis built on evidence and facts, away from personal considerations.
Impartiality	Commitment to equality in providing services, away from favoritism, personalization, or consideration of status.
Efficiency	Optimal use of available resources at the workplace.
Leadership	Commitment to a process of self-development that serves the development of government work and the improvement of services provided to the community.
Transparency	Clarity in explaining the relationship between the government entity, employees, and the public, and providing and publishing complete information for review.

Article (5)

Types of Remote Work

A. Remote work is divided into the following two types:

First: Full-time remote work:

Where the employee can perform their work tasks and duties assigned to them completely from outside the government entity's premises and within the official working hours and times specified in the Law or according to this System.

Second: Part-time remote work:

Where the employee can divide their working time between the government entity's premises and outside it in specific proportions (equal or different). This may be for some hours a day, some days a week, some weeks a month, some months a year, or to implement specific projects or

initiatives during a certain period from outside the employee's government entity premises, according to the timeframe in the approved operational plan and in coordination with the line manager, and within the official working hours/times specified in the Law or according to this System.

B. Each government entity may apply the most suitable and effective type of remote work in its organizational units and facilities, according to the nature and volume of its work activities, the quality of services it provides, and its methodology for achieving objectives.

Article (6)

Conditions for Identifying Jobs Suitable for Remote Work

When identifying the list of jobs suitable for remote work, the following conditions shall be considered:

1. The job tasks do not require the employee's presence at the workplace, as the tasks can be performed outside the workplace.
2. The job tasks do not require direct interaction with customers.
3. The outputs of the job tasks are capable of automation or digital transformation based on changes in government services and systems.
4. The nature of the job does not require direct field supervision.
5. The job tasks are independent in their performance and in achieving the desired results, and are not directly linked or dependent on other jobs to complete their tasks.
6. Any other conditions specified by each government entity.

Article (7)

Conditions for Selecting Employees for Remote Work

When selecting employees for remote work, the following conditions shall be considered:

1. The employee must occupy one of the jobs suitable for remote work.
2. The employee must possess the behavioral competencies and skills required according to the job description for the position being performed remotely.

3. The employee must not have previously been subject to any administrative penalties related to professional conduct and public service ethics.
4. The employee's evaluation in the performance management system for the last year of work must not be less than a "Meets Expectations" level.
5. The employee must complete the necessary training to perform their tasks outside the workplace.
6. Any other conditions specified by the government entity.

Article (8)

Powers of Government Entities

The government entity may do the following:

1. Apply remote work at certain and specific percentages at the level of the entire government entity, or at the level of organizational units, work teams, job categories, or employees.
2. Grant the authority to choose remote work and its type to the employee according to the requirements and procedures of the approved system at any time, depending on the circumstances and work requirements.
3. Apply remote work for an employee outside the country at the discretion of the head of the government entity if the interest of the work so requires.

Article (9)

Duties of Government Entities

Each government entity subject to the application of this decision shall adhere to the following:

1. Prepare a study on the suitability of the remote work system to the nature of its tasks and specializations, and the volume of work and services it provides.
2. Follow a gradual implementation approach for remote work, according to a work plan and a clear timeframe with specific objectives.

3. Identify the organizational units or jobs whose tasks and duties can be performed through remote work, and the names of the employees appointed to them.
4. Ensure that the implementation of the remote work system does not affect the presence of a minimum number of employees in its organizational unit, according to the requirements of the work interest.
5. Ensure equal treatment between employees working remotely and employees working at the workplace in all human resources procedures such as promotions, bonuses, and other rights and privileges arising from the job, in accordance with the provisions of the Law and this System.

Article (10)

Obligations of the Employee Subject to the Remote Work System

The employee subject to the remote work system is committed to all their functional obligations and duties stipulated in the Law, and in particular, must adhere to the following:

1. Follow the mechanisms for implementing remote work as stated in the remote work procedures guide.
2. Respect and adhere to the principles of privacy and confidentiality regarding public and personal information, and not to use, copy, transfer, remove, lose, or disclose it except in the context of exercising functional duties in accordance with the Government's approved Code of Conduct.
3. Deliver tasks and work within the specified standard times while maintaining a high level of productivity and quality of performance.
4. Ensure communication with the line manager and all concerned parties to complete the work.
5. Answer all calls and emails, or attend any meetings or training courses if required.
6. Commit to being present at the government entity's premises whenever needed.
7. Report the results of targets periodically to the line manager.

8. Inform the relevant organizational unit in case of any abnormal activity (such as connection loss, network breach, etc.) according to the established procedures.
9. Maintain government-owned devices and property, and inform the Human Resources unit of the concerned government entity in case of damage, theft, or loss of any of this property.

Article (11)

Procedures for Implementing the Remote Work System

A. The Department shall coordinate with the government entity to do the following:

1. Study the approved jobs in the organizational structure to identify jobs suitable for remote work and their performance requirements.
2. Ensure technical readiness to perform the job tasks and requirements remotely, and the approved procedures in this regard.

B. The Human Resources unit in the government entity shall undertake the following:

1. Submit the list of jobs suitable for remote work to the head of the government entity for approval.
2. Ensure that the employee has the required skills to perform the work tasks or has received training on the systems.
3. Educate employees about the tools and mechanisms of remote work, follow-up, and evaluation, and define the responsibilities and duties to be followed and adhered to according to the approved procedures.
4. Inform the relevant Corporate Communication unit of any changes that may occur in the mechanisms and times for providing government services.

C. The organizational unit concerned with strategy shall set performance indicators for the implementation of remote work and link and align those indicators with the strategic objectives of the government entity.

D. The line manager of the employee working remotely shall determine the tasks required of them, monitor their performance, and submit the required results and reports to the head of the government entity.

E. The employee begins to implement remote work, documenting all outputs and results and submitting them to their line manager according to the approved plan.

F. The Department shall submit recommendations regarding the effectiveness of implementing remote work to the head of the government entity with recommendations for improvement and development.

Article (12)

Responsibilities when Implementing the Remote Work System

For the optimal implementation of the System, each of the following shall be entrusted with the tasks indicated next to them:

The Department

1. Define and raise awareness among Human Resources units in government entities about this System, its provisions, and its implementation procedures, and provide them with necessary circulars, executive decisions, documents, and forms.
2. Provide necessary advisory support to Human Resources units in government entities regarding this System.
3. Issue a procedures guide for implementing the remote work system.
4. Directly supervise all procedures necessary for the implementation of this decision by those concerned.

Head of the Government Entity

1. Supervise the implementation of the general framework of this System.
2. Approve the list of jobs suitable for remote work.
3. Approve the list of employees for remote work and the type of remote work.
4. Provide the necessary support for the implementation of remote work to ensure its effectiveness and that it does not negatively

affect the productivity or services of the government entity.

**Human Resources
Unit in each
government entity**

1. Familiarize the government entity's employees with the system and the mechanisms of work and communication through remote work.
2. Supervise the implementation of remote work procedures by the organizational units in the entity and remote employees as stated in the System.
3. Ensure the provision of the infrastructure for effective communication and the requirements for completing work remotely.
4. Review remote work requests, ensure they meet the provisions and conditions of the System, and submit them to the head of the government entity for approval.
5. Communicate effectively and provide support and guidance to employees during the various stages of implementing remote work.
6. Determine the chain of procedures to be followed in emergency cases (such as power outages, internet disconnection, cyber attacks, insecure connections, software failures.... or any other similar cases), in coordination with the relevant organizational units.
7. Measure the impact of implementing remote work and submit follow-up reports or recommendations for improving procedures to the concerned authorities.
8. Ensure that the employee working remotely signs the following documents attached to this System:
 - Professional Conduct and Public Service Ethics Document.

- Pledge form not to contract with others to complete the work.
- Pledge to ensure confidentiality and non-disclosure of information during remote work.

The unit concerned with strategy in each government entity

1. Ensure that the strategic objectives of the government entity are not affected by the implementation of remote work.
2. Take the necessary measures to ensure the existence of clear plans and measurement indicators at the level of organizational units in the government entity.

Information Technology unit in each government entity

1. Ensure the readiness and effectiveness of electronic systems and networks to perform the job tasks and requirements according to the approved procedures for remote work.
2. Take the necessary measures to implement information and network security requirements and maintain data confidentiality.
3. Provide technical support by providing the required devices for the remote employee to perform their tasks.
4. Provide communication channels for technical support and communication obstacles.

Corporate Communication unit in each government entity

1. Define the mechanisms and channels of communication and service delivery provided through remote work for strategic partners, customers, and stakeholders.
2. Communicate effectively with all strategic partners through communication channels to

inform them of any changes that may occur in service delivery procedures.

Line Manager

1. Coordinate effectively with the Human Resources unit during the remote work implementation process in accordance with the provisions of this System.
2. Provide necessary support and supervisory guidance to the employee.
3. Prepare a periodic work plan for the remote employee, continuously monitor their performance, and define their tasks, objectives, and functional responsibilities.
4. Submit periodic reports to the higher official on the performance results of employees and measure the impact of implementing remote work.

Article (13)

Planning Remote Work Tasks

The line manager of the employee working remotely must define a clear work plan, as follows:

1. The tasks required of each employee working remotely, including specific indicators for the tasks within the framework of achieving the individual objectives of the remote employee agreed upon at the beginning of the year.
2. Tasks of work teams and committees in which the remote employee participates, according to the agreed-upon timeframe and in line with the approved individual objectives for the employee according to the Government's performance management system.

Article (14)

Continuous Follow-up and Support

A. The line manager of the employee working remotely must monitor the employee's achievements through appropriate communication means,

and provide continuous support, follow-up, and advice to their employees or work team to achieve the required targets and overcome any related technical obstacles.

B. The line manager may monitor the employee working remotely through one of the following means:

1. Measuring the employee's productivity through approved productivity indicators.
2. The completion rate of assigned tasks and projects according to the agreed-upon indicators and targets.
3. Verifying the employee's performance through the quality and accuracy of work outputs.
4. Determining the timeframe for tasks as well as the working periods for providing services to customers or communicating with them.
5. Any other controls deemed appropriate by the government entity.

Article (15)

Documentation and Reporting of Results

A. The employee must document all outputs, periodically report the results of the required targets, state any obstacles facing the effective implementation of remote work and recommendations for addressing them, and submit them to their line manager.

B. The Department shall prepare the report template to be completed by the employee working remotely, which includes the following data:

1. Documentation of tasks, the level of achievement of targets, and updates on indicators according to the agreed-upon timeframes.
2. Challenges affecting the achievement of targets according to the agreed-upon plan, at the level of individuals / tools / technologies.
3. Proposed improvements for the remote work system applications in the government entity, and any recommendations or requirements that would improve the mechanism and quality of work or increase productivity through this system.
4. Any other data deemed necessary by the Department or the government entity.

Article (16)

Performance Evaluation

A. The government entity must educate its employees working under the remote work system about the evaluation tools and mechanisms, and the responsibilities and duties to be followed and adhered to according to the approved procedures to ensure increased productivity, execution of outputs, and achievement of targets.

B. The employee working remotely is evaluated according to their individual performance plan within the performance management system in place in the Government, to ensure they fulfill the burdens and requirements of the work they perform.

C. The performance evaluation focuses on the duties and tasks performed by the employee in light of the tasks and duties assigned to them and the powers granted to them under the approved job description during the remote work period.

Article (17)

Continuity of Application of the Provisions of the Human Resources Law

A. The remote work system applied to the employee does not prejudice their duties and rights arising from the job, or their employment status, as stipulated in the Law.

B. The government entity may, according to the needs of the work and the nature of the tasks assigned to the employee working remotely, set different working hours and times from those stipulated in the Law.

Article (18)

Suspension, Termination, or Conversion of Remote Work

A. The head of the government entity may temporarily suspend the application of remote work, or convert it from one type to another at any time according to the requirements of the workflow and the exigencies of the public interest in the government entity.

B. The head of the government entity may terminate the application of the remote work system for the employee after giving the employee sufficient notice in the following cases:

1. Expiration of the remote work period previously agreed upon between the employee and the government entity.
2. Poor performance by the employee and failure to deliver tasks on time or with the required quality according to the agreed-upon and assigned activities.
3. The end of the exceptional case or circumstances for which they were allowed to work remotely.
4. Any new circumstances or requirements for the workflow and the exigencies of the public interest determined by the government entity.

Procedure Map for Implementing the Remote Work System

Remote Work Implementation Mechanism

Human Resources Organizational Unit	Information Technology Organizational Unit	Director General	Line Manager	Corporate Communication Organizational Unit	Employee	Strategic Organizational Unit
Awareness and introduction to the remote work system	Ensure technical readiness to perform job tasks and requirements					
Study the approved jobs in the structure and identify jobs suitable for remote work						
Submit the list of jobs suitable for remote work to the Director General						

Human Resources Organizational Unit	Information Technology Organizational Unit	Director General	Line Manager	Corporate Communication Organizational Unit	Employee	Strategic Organizational Unit
		Approve the list of jobs suitable for remote work				
Ensure the employee receives the necessary training to work on the relevant systems and has the required skills						
Educate employees about the tools and mechanisms of remote work						
			Define the tasks required of the employee, monitor their performance, and submit the required results and reports			
					Implement remote work, document all outputs	

Human Resources Organizational Unit	Information Technology Organizational Unit	Director General	Line Manager	Corporate Communication Organizational Unit	Employee	Strategic Organizational Unit
					and results, and submit them to the line manager	
Monitor and measure the effectiveness of the implementation, and submit necessary recommendations				Communicate effectively in case of notification of any changes to service delivery procedures		So perform indicate implement remote and line align indicate the strategic object the govern en

Appendices

Appendix No. (1)

Pledge Not to Contract with Others to Complete Work

I, the employee working at the government entity in the position of in the organizational unit and working under the remote work system, acknowledge that I have read all the regulations, circulars, and procedures of the remote work system in force in the Government of Ajman and understand their contents. I also pledge to perform all tasks and duties assigned to me personally, and not to entrust others to perform these tasks and duties on my behalf, and not to enter into any contracts that would assign others to do so. Otherwise, I will bear the administrative

and legal responsibility that may arise from violating this pledge towards my government entity and the Government of Ajman.

Appendix No. (2)

Pledge to Ensure Confidentiality and Non-Disclosure of Information during Remote Work

Whereas the employee undersigned is performing work remotely in accordance with the remote work system in force in the Government of Ajman, and whereas this requires the employee to pledge to ensure confidentiality and non-disclosure of information during remote work, the employee agrees, by this pledge, to protect the government entity's information, maintain its confidentiality, and not to leak or disclose it to any third party. Accordingly, the employee pledges to adhere to the following:

1. Maintain the confidentiality of information related to my government entity and not disclose it throughout the remote work period.
2. Not to disclose or reveal any written or oral information that is confidential by its nature, content, or by virtue of the regulations and instructions issued regarding it, whether this information pertains to my government entity or any other entity in the Government of Ajman, without obtaining explicit and prior written permission from my government entity.
3. Not to transfer the content or ownership of any work or invention owned by my government entity or the Government, or modify, alter, delete, translate, copy, print, publish, distribute, or photograph it without obtaining prior written permission from my government entity.
4. Restrict the use of information during the remote work period to my government entity within the limits of work requirements and according to its approved communication channels and systems.
5. Not to disclose, exploit, or use any secrets, information, or data that I have come across or that has been disclosed to me during or because of my work in the government entity, throughout the remote work period, or at any time after the end of remote work, to achieve

personal benefits for myself or others, or to harm the government entity or the Government of Ajman.

6. Maintain the files, records, and systems of work and customers in a correct and secure manner during the remote work period.
7. Return documents, files, materials, tapes, disks, programs, or any other property related to my work belonging to my government entity, including materials belonging to other parties that I obtained in the course of performing my job duties during the remote work period.
8. Permanently and irretrievably remove all information and data belonging to my government entity, whether that information is stored on a magnetic or optical disk, optical memory card, or similar storage media, whether in my possession or under my control, upon the end of my service, in accordance with the method approved by the concerned authorities in the Government.
9. This pledge does not grant any right or license to the employee working remotely regarding the use of any information owned by the government entity.

In the event of my breach of any of the above-mentioned obligations, my government entity has the right to take all legal and judicial measures (civil, administrative, and criminal) in accordance with the laws in force in the Emirate of Ajman and the United Arab Emirates.

This is an acknowledgment and pledge from me.

Acknowledgment and Pledge

Name:

Job Title:

Organizational Unit:

Government Entity:

Signature:

Date:

Attachment No. (3)

Employee Remote Work Performance Monitoring Form

Remote Work Performance Monitoring			
Employee Information			
Name:		Job Title:	
Department:		Date:	

Tasks and Responsibilities				
	Tasks	Targets	Time Taken for Completion	Completed/ Not Completed
1				
2				
3				
4				
5				

Notes

Performance Indicators		
Employee Productivity	Number of tasks/ transactions completed	

Performance Indicators		
	within the required timeframe	
	Total number of tasks/ transactions	
	Percentage of tasks/ transactions completed within the required timeframe	$\frac{\text{(Tasks completed within the required timeframe)}}{\text{Total number of tasks}} \times 100$