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| **Council 2020 Geneva, 9-19 June 2020** |  |
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| **Agenda item: ADM 20** | **Document C20/29-E** |
| **26 May 2020** |
| **Original: English** |
| Report by the Secretary-General | |
| STAFF WORKING CONDITIONS STRATEGY AND IMPLEMENTATION PLAN | |

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| Summary  At its additional 2019 session, the Council approved Decision 619, which instructs the Secretary-General to create a Staff Working conditions Strategy and Implementation plan for the consideration of Council 2020.  As instructed by that Decision, the Management continues to engage with the Staff Council to provide transparency and dialogue on the relocation and design process to ensure morale, well-being, and effectiveness of staff in executing their responsibilities to the benefit of the Union.  **Purpose**  A Staff Working Conditions Strategy and Implementation Plan is required in order to facilitate the relocation of staff during the interim period (2022-2026) and the move to the new HQ building, to promote cultural change and policies to address Staff behaviour at the workplace.  Action required  The Council is invited **to take note** of the Staff Working Conditions Strategy and Implementation Plan 2020–2022, which has been established in consultation with the Staff Council.  \_\_\_\_\_\_\_\_\_\_\_\_  References  [*Council Decision 619*](https://www.itu.int/md/S19-CLADD-C-0005/en)*; Council Information documents* [*C20/INF/13*](https://www.itu.int/md/S20-CL-INF-0013/en)*,* [*C20/INF/14*](https://www.itu.int/md/S20-CL-INF-0014/en) |

## Executive Summary

## This report defines an Implementation Plan for the ITU Management to manage the transition from today’s work environment through the Interim Period when all staff will be relocated into the Tower and the Montbrillant buildings planned for late 2022.

## This Implementation Plan defines a comprehensive, people-centred approach to upcoming changes to Staff Working Conditions Strategy at the ITU Headquarters. This plan will align the evolving developments for the ITU work environment with the ITU mission and its manifold strategic objectives as defined in the approved ITU People Strategy, the Human Resources Strategic Plan (HRSP) 2020–2023 and the current actions underway to address skills gaps within ITU’s evolving work culture.

## Consultations were held with each of the five Elected Officials and a selection of twenty-three Staff from diverse roles within the Bureaux and secretariat during February and March 2020 to determine the most appropriate recommendations, the concerns to consider and suggestions for a shared vision of the ITU tomorrow. The structured approach outlined in the Information Document specifies seven components to be developed.

## Integration of the acknowledged objectives relating to people, technology, business process and workplace into a single, holistic, Staff Working Conditions Strategy

## Alignment of Organizational Policies, Work Practices Policies, Physical Workplaces, Technology Platforms and Workplace Services

## Establishment of the shared vision and identification of the ITU actors to represent the interest of all stakeholders to co-create a needs-based plan for appropriate working conditions, workspaces and work practices for the Interim Period and onwards

## A comprehensive Change Management Programme

## An Internal Communications Programme

## Responses to the Critical Success Factors and Risk Avoidance topics outlined

## Measurements and KPIs

## The findings from the strategic subjects discussed with those interviewed were collected prior to the COVID-19 confinement forced all staff to work from home in crisis mode. This Implementation Plan specifies the steps of an internationally recognized process to establishing the strategic vision for Staff Working Conditions. This process remains pertinent and includes extensive gathering of operational input using utilization studies, online surveys for all staff and future consultations with focus groups to anchor the seven components of the specified consultative actions in inclusive ways (see Information document [C20/INF/13](https://www.itu.int/md/S20-CL-INF-0013/en)).

## It is crucial to note, however, that threats to ensuring readiness for the interim period be addressed in the second half of 2020 to begin an effective transformation of the current working practices to successfully prepare the whole organization for operational continuity to seamlessly respond to the needs of the Union, its Membership and its Staff well before the Varembé building is emptied and demolished to allow the construction of the new Headquarters building.

## It is important to state that the roles mentioned in the Information Document will need to be further adapted to the ITU circumstances over time. The guiding idea is to not create new positions, but to adopt current job descriptions to add some of the functions into the current ITU positions, linked to the suitability of an individual staff to take on the particular function, following an analysis to optimally determine who should take on which roles and responsibilities.

The Council is requested to note the consultative process described in the 2020–2023 Implementation Plan to continue the ongoing involvement of the Staff Council and the wider organization to ensure readiness actions are authorized and in place before the Interim Period to empty Varembé arrives, well before the construction of the new building begins.

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