

HEAD OF CIVIL SERVICE

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REPUBLIC OF GHANA

OFFICE OF THE HEAD OF THE CIVIL
SERVICE

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19th MARCH, 2020

CORONAVIRUS (COVID 19) – WORKPLACE CONTINGENCY MEASURES FLEXIBLE WORKING HOURS FOR THE CIVIL SERVICE

Following the developments worldwide regarding Coronavirus (COVID-19), the directives of His Excellency the President, Nana Addo Dankwa Akuffo Addo on Sunday 15th March 2020, regarding safety measures and protocols to be observed by the Citizenry to combat COVID 19; and the Public Services Commission Guidelines in PSC letter No. PSC/GBC/001/2020 dated 13th March 2020, on Coronavirus (COVID 19) – Workplace Contingency Measures, the Office of the Head of the Civil Service (OHCS) deems it prudent to introduce flexible working hours to prioritize the health of the staff and stakeholders while continuing to ensure adequate service delivery to meet the national agenda.

2. The **flexible working hours** will allow the Employer to adjust the working hours, days or weeks of the Employees, who may need alternative arrangement of their work schedules and who are eligible by nature of their job.

3. It is recognized that some employees may need flexible hours due to their situations. They include:

- a. Nursing Mothers
- b. Staff living far away from work and outside Accra
- c. Doctor's appointments or other medical circumstances
- d. Work-life balance
- e. Medical emergencies

4. In this connection, Chief Directors and Heads of Departments may consider the following:

A. Flexible working time/Adjusted working hours

Employees may choose to shift their weekday schedule by starting the day later or leaving earlier; the total working hours does not change. The core hours established by law during which an employee is obliged to be present at the workplace will still be the same. Employees may alter the working hours to suit their needs. Work may start anytime of the day between 7:00am – 9:00am and end between 4:00pm – 6:00pm.

This is to;

- allow commuters to avoid early rush hours;
- allow employees to attend to personal needs before reporting to work;
- allow an employee under special circumstances to work for less than the standard working hours either by fewer hours per day or by fewer days per week. This could be compensated with leave days.

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Types of Flexible Working Arrangement

- i. **Compressed Week:** Employees may compress the week by working longer hours on a number of days per week so they can take time off on the remaining days at least 3 times in a week. Total working hours and compensation remain the same.
- ii. **Workload Management:** Teams working at different times to meet operational requirements.
- iii. **Alternative Work Site:** Alternative work site allows work to be done from home or another location via internet. The following needs to be addressed if such arrangements are considered:
 - How meetings and joint projects will be handled
 - How communication with co-workers and supervisors will occur
 - How arrangement will be supervised
 - Monitoring, evaluation and reporting framework.

In determining employee's eligibility for flexible work arrangements, the Chief Directors and Heads of Departments may consider the following:

- **Nature of the employee's job:** Employees, whose jobs requires attendance at specific hours every day per week or have a full-time workload, may not be eligible for flexible working hours.
- **Needs of the Employee's Team or Department:** Departments that require employees to be present due to the number of incoming documents. Management may have to consider all these before adopting flexible arrangements.
- **Impact on Colleagues:** Situations where the Department's operations are largely dependent on teamwork, the employee is less likely to freely modify his/her working schedules.
- **Impact on Clients:** The flexible work arrangement should not have negative impact on Service delivery.
- **Duration of the Arrangement:** Employees may have flexible hours for a specific period but may have to follow standard schedule at other times when it becomes necessary. The decision may be revisited or discontinued if it negatively affects productivity or the individual abuses the privilege.

Request Process

- i. Arrangement should be in writing and signed.
- ii. Employee and Management will discuss the details of the arrangement and set specific targets and responsibilities that will enable the Directorate/Unit to achieve its objectives.
- iii. The conditions which constitute a violation of the arrangement should be clearly stated.

B. Exclusion

Due to the nature of their work, the following may be excluded:

- Cleaners;
- Sanitary Labourers;
- Labourers;
- Security (those needed 24/7, some already work on a shift system)
- Directors (to be discussed with the Chief Director).

C. Annual leave

In addition to the flexible work arrangements, employees who desire to take their annual leave may be allowed to do so.

D. National Service Personnel/Internships/Attachments

National Service Personnel, Interns and those on attachment may also be allowed to take some time off during this period.

5. All Chief Directors/Heads of Departments are to take the necessary precautionary measures to protect health and safety of their employees and follow protocols outlined by His Excellency the President.



**NANA AGYEKUM-DWAMENA
HEAD OF THE CIVIL SERVICE**

**ALL CHIEF DIRECTORS
ALL HEADS OF DEPARTMENT**