

# FICSA COUNCIL

75<sup>th</sup> SESSION

## Standing Committee Staff-Management Relations

### Agenda Item 4: Summary Sheet

FICSA /C/74/SMR/PA/4

<input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input type="checkbox"/> For Decision	
<b>Name of submitting member(s) &amp; organization (s)</b>	Viera Seben, ICAO – Introduction Maria Helena Capelli & H��l��ne Tran, UNESCO/STU / Institute for Statistics - presentation
<b>Issue (title)</b>	Staff engagement survey (the know-how, methodology, envisaged outcome) - Maria Helena Capelli & H��l��ne Tran
<b>Issue description (including reach: global versus local)</b>	<p>A Staff engagement survey is a great tool to measure the satisfaction of staff members in the organizations, to identify things that need to change, and, as a result to improve the staff’s work conditions and to retain the best talent. Staff engagement is the level of enthusiasm and dedication a staff feels toward their job. It’s an important concept in the effort to understand and describe the nature of the relationship between and organization and its staff.</p> <p>Staff engagement surveys can be launched by the management or by staff representatives. Launching such a survey by the staff representatives provides for a more controlled tool, i.e. not depending on the management and being able to launch it on a regular basis, which is considered the best way to monitor any trends within the organization.</p> <p>This agenda item intends to provide the delegates with valuable information on:</p> <ul style="list-style-type: none"> <li>• Why to launch the survey / why to measure staff’s engagement?</li> <li>• What is the purpose of a Staff engagement survey?</li> <li>• How to conduct the survey?</li> <li>• How often and when to conduct the survey?</li> <li>• What platform to use to launch survey?</li> <li>• Confidential &amp; anonymous</li> <li>• How to process / analyze the results?</li> </ul> <p>The goal is to provide the delegates with the basic knowledge and tools on the subject.</p>

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<b>Background documentation</b>	Presentation / Sample of STU's engagement survey
<b>Action(s) requested from Standing Committee participants</b>	Collate ideas, suggestions and potentially recommendations for the report. Discuss good practises with respect to staff surveys. Collate ideas, suggestions, and outline major challenges.
<b>FOR THE CHAIR(S) TO COMPLETE, IF APPLICABLE:</b>	
<b>Next step(s)/specific action(s)</b>	Summarize challenges, suggestions and recommendations for the report. Produce recommendations for FICSA Secretariat, if any.
<b>Deadline</b>	
<b>Resources required</b>	<input type="checkbox"/> Specialist/Consultant <input type="checkbox"/> Legal Adviser <input type="checkbox"/> SC Chair/Vice-Chair <input type="checkbox"/> Core group member(s) <input type="checkbox"/> FICSA Secretariat <input type="checkbox"/> FICSA ExCom (Compensation, Field, Treasurer, Other) <input type="checkbox"/> Volunteer/Intern <input type="checkbox"/> Other
<b>Deliverable</b>	<input type="checkbox"/> Literature review <input type="checkbox"/> Paper/Article <input type="checkbox"/> Background paper with options <input type="checkbox"/> Legal article/review/opinion <input type="checkbox"/> Talking points for high-level fora/forum – Advocacy <input type="checkbox"/> Comparative study <input type="checkbox"/> Good practices <input type="checkbox"/> Recommendations/ guideline for SAs/unions

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## Standing Committee Staff-Management Relations

### Agenda Item 5: Summary Sheet

FICSA /C/74/SMR/PA/5

<input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input type="checkbox"/> For Decision	
<b>Name of submitting member(s) &amp; organization (s)</b>	Tracy Tollmann, UNFCCC Viera Seben, ICAO
<b>Issue (title)</b>	Requirement for Memorandum of Understanding/Cooperation Agreement/Recognition Agreement or similar at each Organization – Tracy Tollmann & Viera Seben
<b>Issue description (including reach: global versus local)</b>	<p>A memorandum of understanding (MOU), also known as a Cooperation or Recognition Agreement, can be defined as a written agreement between parties expressing their aligned will; it details the intent of a common line of action and the means of cooperation. It can be also seen as a way for all parties to express agreement to proceed with mutual goals. An MOU indicates that the parties have reached an understanding, agree on the terms of cooperation and are ready to move forward.</p> <p>An MOU on it own, or in combination with cooperation and/or recognition agreements should include certain information, such as: a preamble, terms and definitions; objectives; responsibilities and obligations of the parties; cooperation structure and procedures; provisions for staff and funding; disputes, grievances and resolution of disputes; scheduled meetings. The agreement should also reflect the expectations and desired outcomes and benefits from such a cooperation.</p> <p>Having an agreement with management of an organization provides for an official recognition of the staff association/union, strengthens the position of the staff representatives and serves as a great tool of cooperation.</p> <p>This agenda item intends to:</p> <ul style="list-style-type: none"> <li>• Provide relevant background information and raise awareness on the positive benefits of having such a bilateral agreement;</li> <li>• To have a discussion on what different organizations are already using;</li> <li>• One possible outcome would be to agree on a standard template or model document, which staff associations/unions could then amend to suit their individual needs.</li> </ul>

<b>Background documentation</b>	Organizational MOU/Cooperation Agreements/Recognition Agreements  Handbook on Staff Representation in the International Organizations
<b>Action(s) requested from Standing Committee participants</b>	Provide recommendations for effective MOU/Cooperation Agreement/Recognition Agreement in place and outline the major challenges thereto.
<b>FOR THE CHAIR(S) TO COMPLETE, IF APPLICABLE:</b>	
<b>Next step(s)/specific action(s)</b>	Collate challenges, suggestions, and recommendations for the report.  Synthesize recommendations for the FICSA Secretariat, if any.
<b>Deadline</b>	
<b>Resources required</b>	<input type="checkbox"/> Specialist/Consultant x Legal Adviser - MOU is a legally binding document; if the SC agrees to prepare a standard template or model document, legal adviser's assistance would be required <input type="checkbox"/> SC Chair/Vice-Chair <input type="checkbox"/> Core group member(s) <input type="checkbox"/> FICSA Secretariat <input type="checkbox"/> FICSA ExCom (Compensation, Field, Treasurer, Other)
<b>Deliverable</b>	<input type="checkbox"/> Literature review <input type="checkbox"/> Paper/Article <input type="checkbox"/> Background paper with options <input type="checkbox"/> Legal article/review/opinion <input type="checkbox"/> Talking points for high-level fora/forum – Advocacy <input type="checkbox"/> Comparative study <input type="checkbox"/> Good practices x Recommendations/ guideline for SAs/unions – if SC agrees to prepare a standard template or model document

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## Standing Committee Staff-Management Relations

### Agenda Item 6: Summary Sheet

FICSA /C/74/SMR/PA/6

<input checked="" type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input type="checkbox"/> For Decision	
<b>Name of submitting member(s) &amp; organization (s)</b>	Viera Seben, ICAO Tracy Tollmann, UNFCCC
<b>Issues (title)</b>	a) Latest updates on SMR related topics in your own organization, that FICSA Members should be aware of (concerning developments, lessons learned, best practices) - Viera Seben b) Existence of severe imbalance in the management of overtime across the organizations – Tracy Tollmann
<b>Issue description (including reach: global versus local)</b>	a) An update will be sought on the following -staff/management relations issues from present delegates.  Delegates will have an opportunity to share any challenges with respect to their staff associations/unions: management relationships, management changes and their possible impact on the staff-management relations, restructuring or any other situations that can be straining their SMR relations.  Positive inputs on the staff/management relations will also be sought.  b) Existence of severe imbalance in the management of overtime across the organizations  Organizations have widely ranging provisions for the reimbursement of work performed in addition to the normal working week – aka overtime (OT), which can be either paid or taken as time off, with many being told that DSA covers any OT worked outside of the duty station. Additionally, staff are being asked to work through the night, which would/should qualify them for sufficient rest time off before performing the night shift and to be paid at a higher “night differential” rate.

	<p>Delegates will be asked to share their OT policies and the incidence of increased working hours that are not reimbursed, with the danger that this becomes the norm.</p> <p>Seeking a recommendation on a uniform approach to OT</p>
<b>Background documentation</b>	<p><a href="#">ILO Night Work Convention, 1990 (No. 171)</a>  <a href="#">UN Staff rules on overtime: ST/SGB/2018/1 – 3.11 and 3.12</a></p>
<b>Action(s) requested from Standing Committee participants</b>	<p>All participating members will have an opportunity to share issues of common interest and discussion with respect to staff/management relations.</p>
<b>FOR THE CHAIR(S) TO COMPLETE, IF APPLICABLE:</b>	
<b>Next step(s)/specific action(s)</b>	<p>Summarize challenges, suggestions and recommendations for further submission to FICSA EXCOM for action, as applicable.</p>
<b>Deadline</b>	
<b>Resources required</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Specialist/Consultant</li> <li><input type="checkbox"/> Legal Adviser</li> <li><input type="checkbox"/> SC Chair/Vice-Chair</li> <li><input type="checkbox"/> Core group member(s)</li> <li><input type="checkbox"/> FICSA Secretariat</li> <li><input type="checkbox"/> FICSA ExCom (Compensation, Field, Treasurer, Other)</li> <li><input type="checkbox"/> Volunteer/Intern</li> <li><input type="checkbox"/> Other</li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Literature review</li> <li><input type="checkbox"/> Paper/Article</li> <li><input type="checkbox"/> Background paper with options</li> <li><input type="checkbox"/> Legal article/review/opinion</li> <li><input type="checkbox"/> Talking points for high-level fora/forum – Advocacy</li> <li><input type="checkbox"/> Comparative study</li> <li><input type="checkbox"/> Good practices</li> <li><input checked="" type="checkbox"/> Recommendations/ guideline for SAs/unions</li> </ul>