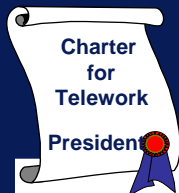# The European Charter for Telework

Guidelines for the General Access Teleworking Chain (GATChain)

within the ACTS programme under the auspices of EC Directorate General XIII

To:- ACTS Project Managers, telework practitioners, experts and representatives of private and public organisations concerned with best practice in telework.

Dear Colleagues,

Teleworkers are a major commercial user group for the tools and technologies developed within the Advanced Communications Technologies and Services Programme (ACTS).The EU expects 10 million teleworkers by 2000AD. There are currently estimated to be more than 3 million EU people teleworking on any one work day and a far larger number of teleworkers' workstations in homes, in local neighbourhood offices, in telecentres and in vehicles for mobile teleworkers, such as the 6,000 teleworking service engineers employed by British Gas.

Please study the technology requirements we have listed against each set of Guidelines and please identify work in your project which addresses the needs of teleworkers.

The information supplied by ACTS project managers and others will assist the European Forum for Work Organisation (EFWO) that we have formed to advise government departments and employment authorities over the coming decades on the technological and human factors and on the socio-economic impact of telework and new work contracts. If you or your organisations wish to help us to shape the future of the Information Society, please apply now for Membership of this Forum.

Yours truly

Josef Hochgerner   Vienna February 1998

DIPLOMAT Project Manager
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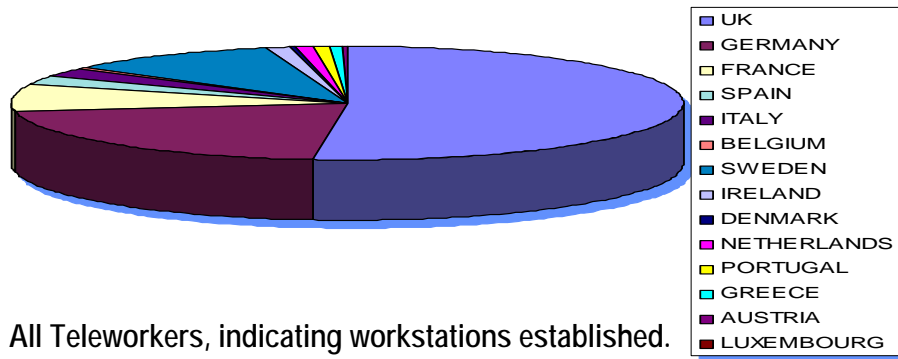13/45, A-1160 Vienna, Austria.   URL:www.telework-forum.org/diplomat.

The Politics of Teleworking in European Member States

Hundreds of influential Europeans including elected politicians, Ministers of State, national and regional government officers, employees' union leaders, presidents of employers' associations, directors of major organisations employing millions of people, and other political and influential figures have signed the European Charter for Telework. EC Industry Commissioner Mr Martin Bangemann has recently called for International Charters and protocols to enable more rapid globalisation of the Information Society. High level political support for telework and other forms of flexible, IT enhanced working methods is demonstrable in all EU Member States and in many regional authorities. The main Guidelines for discussion of the issues for politicians and government include:-

1. Debate the regulation of telework, the import and export of work and technology convergence.
2. Study the impact of telework on traffic reduction and cleaner, street level air.
3. Encourage and enable senior executives to telework, to encourage the others.
4. Debate incentives for teleworking within the context of business process re-engineering
5. Enable local neighbourhood telework offices to supplement small homes
6. Lead by implementing telework in local, regional and national public administrations

Numbers of Teleworkers in Europe and North America

Legend:
- UK
- GERMANY
- FRANCE
- SPAIN
- ITALY
- BELGIUM
- SWEDEN
- IRELAND
- DENMARK
- NETHERLANDS
- PORTUGAL
- GREECE
- AUSTRIA
- LUXEMBOURG

All Teleworkers, indicating workstations established.
Not shown are the numbers who telework on any
one work day, which effects traffic flows.
Workforce numbers include the unemployed.

	Teleworkers Millions	Workforce Millions	% of Workforce
USA	11.10*	125.0	9%
Canada	1.00 *	13.5	7%
	====	====	====
UK	4.00 *	27.0	14.0%
GERMANY	0.80 *	38.0	2.1%
SWEDEN	0.40 *	4.4	9.1%
FRANCE	0.30	24.0	1.2%
FINLAND	0.30	2.6	11.0%
NORWAY	0.25	2.2	11.0%
SPAIN	0.10	16.0	0.6%
ITALY	0.10	24.0	0.4%
IRELAND	0.04	1.3	3.1%
NETHERLANDS	0.14*	6.6	2.1%
PORTUGAL	0.03	4.7	0.6%
BELGIUM	0.02	4.0	0.5%
GREECE	0.02	3.9	0.5%
AUSTRIA	0.02	3.5	0.6%
DENMARK	0.01	2.8	0.3%
LUXEMBOURG	0.00	0.2	0.5%
EU + Norway TOTAL	6.53	165.2	4.0%

GATChain - General Access Teleworking Chain, ACTS Programme - Contributing Projects.

DIPLOMAT, ETD, EPRIWATCH, FAIR, INFOWIN, SMARTS, USINACTS, TEESURA, CONVAIR, WATT, TECODIS, BOURBON
(see INFOWIN, ETD and DIPLOMAT web sites)

Europe map and country flags: Albania, Andorra, Austria, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Rep., Denmark, Estonia, European Union, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, F.Y.R.O Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City, Yugoslavia.

The Diplomat Project - The European Charter for Telework

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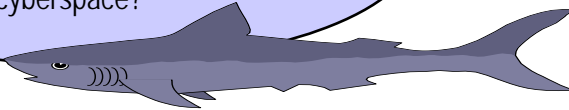
Teleworkers

Fiscal Facts

Europe will achieve the target predicted for
10 million teleworkers by 2000AD. 10 million
teleworkers earn 400 billion ecu. Their time cost is
often multiplied by high-added-value transfer
pricing increasing wages to sales values
of 800Becu before VAT. Total annual taxes involved are:-

Income Taxes	- 140 Becu
VAT	- 90 Becu
Social Security Taxes	- 60 Becu

**With Billions of ECU at risk
tax officers worry...**
"Are tax systems fast enough for
cyberspace?"

Diplomat Fiscal Guidelines
* Accelerate tax allowances on equipment
* Clarify home-office allowances
* Agree Place of Work
* Establish tax Status of teleworker
* Define Residency & Domicile
* Identify correct Tax Authority
* Identify Social Security regime
* Monitor work imported
* Monitor work exported
* Define employer or employee as tax payer
* Enable tax-officers to telework
* Remove or reduce Fiscal Bias against Telework

Telework improves the environment
reduces employment costs,
increases productivity and
improves family time and
relationships. As a USA President
said in California "It is a win-win
situation"
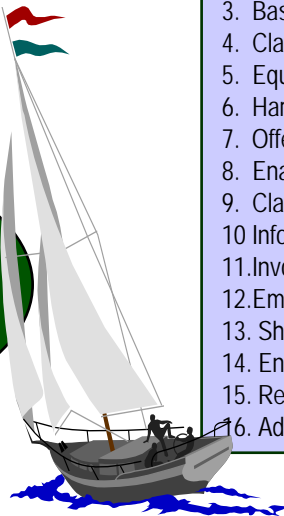
Technical Tax Issues

Confidentiality of tax files
- protect privacy -

**Track Cyberspace
Transactions**
- electronic audit trails -

Electronic Identifiers
- signing statutory forms -

Virtual Location
- proof of place of work -

Interoperability
- compatible -
- voice, data, video networks -

Updated Legal Data
- reliable advice -
- fiscal laws - on-line -

Sustainable Socio-Economic Development

Guidelines for Socio-Economic Development through Telework

1. Examine regional regulations for "in-office" workers
2. Compare regional rights and pay for "in-office" workers
3. Based on experience of telework, enable new social patterns
4. Clarify differential between employees and legally self-employed
5. Equalise access to telecoms for remote, rural and urban dwellers
6. Harmonise Long distance and local calls costs
7. Offer telework for job creation to remote and disadvantaged regions
8. Enable individuals to mix employment, part-time & self-employment
9. Clarify the impact of commuting on suburban children and youths
10 Inform development authorities of the potential of teleworking
11. Involve teleworkers in local planning discussions
12. Emphasise the environmental benefits from reduced commuting
13. Share the benefits of telework between employers and employees
14. Encourage flexible and staggered office hours to reduce peak travel
15. Require city employers to reduce commuting into work
16. Adopt a holistic approach - including the ICT tools for telework

**Technical Issues for Sustainable Development (1) Long and Short Distance Call Equality
(2) Interoperability of Multi-Vendor-Environments   (3) Servicing remote workstations
(4) Increase the user-friendly factors in ICT equipment   (5) Universal accessibility**
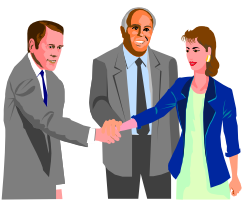
DIPLOMAT
European Charter for Telework

Contracts for Work
Unions & Employers

The EU workforce is 165M. 70% of major employers plan to adopt teleworking. Trade Unions welcome it but fear that telework may bring back piece-working. As is evident in, for example Banking, millions of traditional jobs are being displaced by electronics. Equally, DGV record millions of jobs created in new fields. Few telework contracts have been designed and awareness of telework is low among the EU's 15 million employers. Stress increases as the socio-economic system transforms from the Industrial to the Information Society.

Technical Issues for Unions & Employers

1. Interconnectivity

2. MVE Support

3. Safety wiring

4. Confidentiality

5. Maintenance

6. Virus protection

DIPLOMAT
Employment Guidelines
Right to return to central office
Union Members - electronic access
Access to training & promotion
Health & Safety checks
Reduction of isolation
Access to corporate facilities
Employer responsible for taxes
Paid equally with core team
Right to home privacy
Defined working hours

Training & Education for the Information Society

Guidelines for incorporating telework in education

1. Equity of Access to Information Technology

2. Participation of tutors and students in ICT specification

3. Culturally appropriate technical tools

4. Creation of new educational models

5. Promotion of interdisciplinary skills

6. Integration, interoperability and standard user manuals

7. Tutors roles to include organisational responsibility

8. Training, updating and technically supporting tutors

9. Universal promotion of lifelong learning for all ages

10. Enhance not replace proven traditional teaching

11. Standards agency needed to establish quality methods
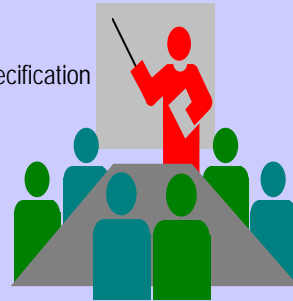
Technical Requirements to Expand Interactive Distance Learning

Cheaper more powerful global broadband interactive capability

Standard global education equipment

Standard global manuals and training

Mobile power packs for less developed regions

Cheap, reliable PC video packages

Training & Education has been identified as the largest single application for advanced communications technologies. It is not yet economic to learn and teach by interactive distance learning (IDLE) The main cost barrier is the price of broadband transmission. Technologies are needed which reduce the transmission cost. Equipment needs to be standard for all students.

Teleworkers

Intellectual Property Rights - IPR

Copyright and other intellectual property rights have been legally protected for centuries. The tools of the Information Society pose new challenges to the IPR laws, which differ from country to country. While electronic copying affects all workers who use computers, teleworkers are particularly vulnerable to legal infractions due to their relative isolation.
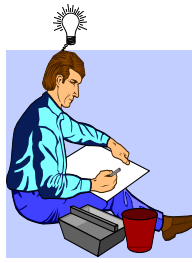
Diplomat IPR Guidelines
1. Exempt ephemeral electronic copies
2. Simplify registrations
3. Clarify in Contract of Employment
4. Protect employees from risk of law suits.
5. Make updated on-line IPR advice available to tele--workers

On IPR guidelines, a balance is sought between the interests of providers of copyright material, the carriers and the consumers. Copyright holders, the content providers, need effective protection for works for an electronic environment. Infrastructure providers, the carriers, need predictability and limitations for their liability for copyright infringement. Consumers need easy, low cost access to copyright works, or there will be no market in the Information Society.
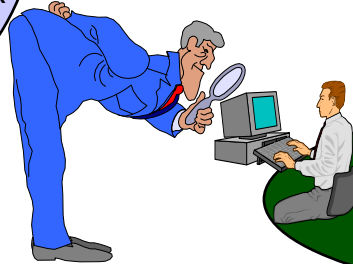
Guidelines for the stimulation of small businesses and Micro-Enterprises

Technology Issues for SME's and Micro-Enterprises

Affordable, standardised Networking

User friendly WEB access

Standardised computer work-stations, training, help-lines and manuals

Standardised statutory reporting software

Legal advice on line

1. Develop reporting and statistical definitions
2. Affirm importance of tele-enterprises
3. Provide accessible ITC training
4. Create user-led communications strategies
5. Design more technology friendly buildings
6. Grow more Seed-Corn Capital resources
7. Empower the tele-enterprise

Micro-enterprises of 10 or fewer people, comprise 90% of all EU organisations and employ more then 70% of the workforce. They are the largest market group for IT equipment. Most OECD countries promote the expansion and computer networking of small enterprises. They are seen as the employment engines of their communities as major organisations continue to benefit from automation and reduce work forces. It remains true that many SME's buy ICT equipment and under-employ it. The resources they have for learning to use the power and applications of modern equipment are scarce. Better use may be encouraged by increasing User-Friendly features, including single purpose machines that are simple to operate and maintain. "Less than 1% of people in the World have yet sent or received an E-mail." A sobering thought for IT industry enthusiasts.