



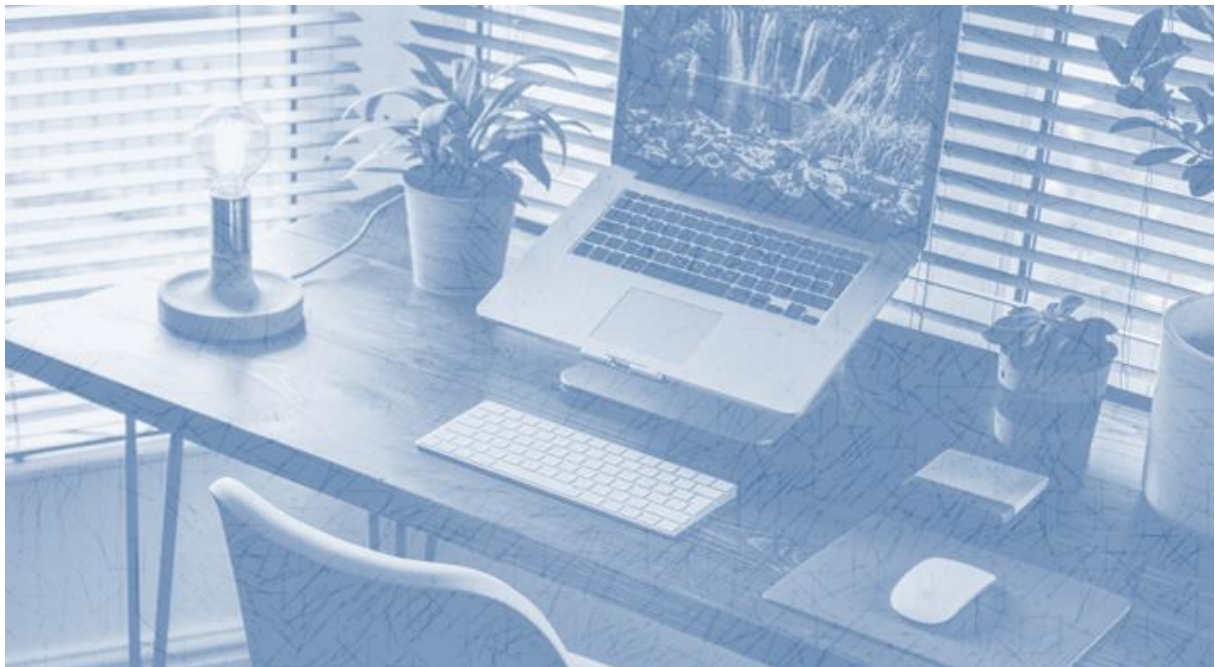
Cross-border mobility in the Alpine Region

Co-financed by the European Union through the
Alpine Region Preparatory Action Fund (ARPAF)

CrossBorder Mobility in the Alpine Region

Influence of Remote Work on cross border passenger flows

Final Report



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Applied Sciences and Arts
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Contents

0	Summary.....	6
1	Introduction.....	7
1.1	Structure and objectives of the short study.....	8
1.2	Definition of Remote Work	9
1.3	Remote Work in Switzerland.....	10
2	Work Package 1 – advantages and disadvantages of Remote Work for employers and potential contribution to reducing commuter flows	14
2.1	Advantages and disadvantages of Remote Work for employers	14
2.2	Potential of Remote Work on reduction of commuter flows	15
2.2.1	Short-term impacts.....	17
2.2.2	Increase in private mobility.....	18
2.2.3	Long-term impacts	19
3	Work Package 2 – advantages and disadvantages of Remote Work for employees and measurements to overcome obstacles	20
3.1	Advantages and Disadvantages of Remote Work for Employees.....	20
3.1.1	Advantages of Remote Work	20
3.1.1.1	Life Domain.....	20
3.1.1.2	Work Domain	22
3.1.2	Disadvantages of Remote Work.....	24
3.1.2.1	Life Domain.....	24
3.1.2.2	Work Domain	25
3.2	Measurements to Overcome Potential Risks of Remote Work	26
3.2.1	Providing Employees with Opportunities to Work at Coworking Spaces.....	26
3.2.2	Cultivating Firm’s Culture of Bounded Trust and Indirect Control Mechanisms.	27
3.2.3	Developing Clear Regulations and a Code of Conduct on Remote Work	28
3.2.4	Skill Trainings.....	29
4	Work package 3 – restrictions on the labour law side with regard to Remote Work.....	30
4.1	Overview of legal regulations	30
4.2	Private international law regulations.....	30
4.2.1	Swiss Confederation – Jurisdiction and law applicable.....	30
4.2.2	Principality of Liechtenstein – jurisdiction and law applicable	31
4.2.3	EU Member States – jurisdiction and law applicable	31
4.3	Legal situation with regard to labour law	31

4.3.1	No specific legislation for remote work/telework	31
4.3.2	EU/EEA- Institutional Framework Agreement 2002	32
4.3.3	Conclusions	33
4.3.4	Recommendations for contracting partners:.....	33
4.3.5	Recommendations for the legislative and administrative bodies of EUSALP Members:	33
5	Annexes	34
5.1	Bibliography	34
5.2	Presentation.....	38

Figures

Figure 1:	Flowchart of the work packages	8
Figure 2:	Remote Work employees in Switzerland (without apprentices).....	11
Figure 3:	Remote Work in % of employees in the economic section in Switzerland in 2019	11
Figure 4:	Distribution of Remote Work in Switzerland in 2014 (n=1.895)	12
Figure 5:	Remote Work in Europe	13
Figure 6:	Commuter flows in the alpine region per day	16



Contents of this document

- This report gathers the findings of the project "Influence of Remote Work on cross-border passenger flows".

List of Abbreviations

ArG	Schweizerisches Bundesgesetz über die Arbeit
EU	European Union
BGE	Entscheidung des Schweizerischen Bundesgerichts
EEA	European Economic Area
EUSALP	EU-Strategy for the Alpine Region
OR	Schweizerisches Obligationenrecht
PoL	Principality of Liechtenstein
WP1	Working Package 1
WP2	Working Package 2
WP3	Working Package 3



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0 Summary

Key findings from this study show that there is a potential for Remote Work in all EUSALP countries. Across borders, the potential for Remote Work is probably smaller, as employees with fixed attendance times predominate there. For instance, the border regions in Switzerland seem to have few companies that offer Remote Work. Only 6% of all employees in Switzerland are cross-border commuters. The percentage of cross border commuters in the primary, secondary and tertiary sectors is 1.5%, 10%, and 5% respectively. In general, cross-border work is less common in economic sectors that are suitable for Remote Work such as information, finance, insurance and service industries.

Remote Work can relieve major traffic axes or shift peak traffic times to secondary traffic times. It is estimated that the relief potential at peak times is 10 to 25%. The evaluations within this study have shown that larger effects can also be achieved by individual Remote Work days for cross-border commuters. This finding therefore confirms the hypothesis that “widespread introduction of Remote Work has positive effects on cross-border passenger flows by reducing them”.

Traffic-reducing effects depend on various factors such as region-specific framework conditions, attractiveness of public transport, available parking space, settlement structures, mobility pricing, length of commuting routes, traffic situation as well as social factors.

Remote Work is considered to offer a range of advantages and disadvantages to both employers and employees. From the employers’ perspective, it can increase recruitment potential, lead to stronger commitment, higher productivity, image enhancement, cost savings etc. However, it may also pose challenges to employers such as a required change in leadership style. From the employees’ perspective, it provides a range of benefits including better balance of professional, family and social life, reduction of travel time and costs, higher job satisfaction, lower levels of stress and fatigue, improved health conditions, higher job performance and increased productivity, job autonomy, and organizational commitment. Yet, from the eyes of employees, Remote Work can also create certain disadvantages like stress, professional and social isolation, or longer working hours. However, it is important to note that in general the advantages of Remote Work outweigh the disadvantages.

To overcome the potential risks of Remote Work, we recommend that employers adopt the following measures: (1) Provide employees with opportunities to work at co-working spaces. This is especially to mitigate professional and social isolation while still increasing productivity. (2) Cultivate a culture of bounded trust and indirect control mechanisms. (3) Develop clear regulations and a code of conduct on Remote Work. (4) Develop employee skills through providing training covering self-discipline, autonomy and ITC usage. Employers can choose to adopt all of these measures or some that they find most suitable for their company.

Generally there are no specific or intended restrictions for cross-border remote workers. But there is some intransparency of the status of collective and legal labour regulations or double taxation agreement between EUSALP states. Labour law contracting partners should analyze and compare the individual and collective labour law situation concerning an individual contract. Furthermore it is recommended that the EUSALP Members should create a transparency register concerning the existing different collective and legal labour law regulations across the EUSALP Member states to inform employers and employees.

1 Introduction

This is the final report of the study "Influence of Remote Work on cross border passenger flows". It is an additional study within the framework of the Alpine Region Preparatory Action Fund (ARPAF) - Project Cross Border mobility in the Alpine Region, which consists of 7 countries and 48 regions. This study identifies the opportunities and challenges of Remote Work. It looks at these issues both from the employer's and the employee's perspective. It also pays special attention to the restrictions on the labour law side with regard to Remote Work for cross-border commuters in the Alpine regions. Based on the findings of this study, effective instruments can be developed to boost the widespread introduction of Remote Work, thus reducing cross-border passenger flows within and between the Alpine regions.

Increasing networking and cooperation between employees with the help of information and communication technology (ICT) have been already changing the pace and location of production. Since the early 2000s, digital accessibility has led to major transformations in the development of flexible and Remote Working, teleworking, project-based working, etc. In order to be attractive to talents, employers have to meet needs and preferences of the employees. In Switzerland, for instance, initiatives such as the work-smart initiative exemplify the trend towards providing more flexibility to accommodate workers' preferences and towards providing an infrastructure that supports location-independent work, innovation and creativity. The work-smart initiative is currently supported by over 200 Swiss organizations.

However, it is important to acknowledge that not all types of jobs and tasks are suitable for Remote Work. Remote Work is more common in professional, scientific and managerial workforce or in information, finance, insurance and service industries. Jobs that involve output performance-oriented such as graphic designer or sales development representative are generally accepted Remote Work. However, jobs that require physical contacts with customers cannot be performed remotely. Moreover, many employers are reluctant to implement Remote Work because they perceive that they may get less out of this working arrangement than their employees. The biggest concern is that Remote Work may lead to a reduction in productivity.

Remote Work may have beneficial effects on the society, the environment and the economy, and thus may contribute to promote sustainable development. Based on our reading of literature, empirical evidence provides mixed findings on the outcomes of Remote Work. For this reason, the current study is needed to provide more evidence. The mixed findings arise partly because researchers use different definitions of Remote Work. Furthermore, the nature of the work such as autonomy, schedule control and task interdependency is likely to influence outcomes of Remote Work (Allen, Golden, & Shockley, 2015). Personality and individual characteristics of employees, for instance motivation, self-discipline and ITC skills, appear to have influences on Remote Work outcomes as well (Allen et al., 2015; Dahm, 2010; Eurofound and ILO, 2017; Lewis, 2013). Employees' experience in performing Remote Work may have impact on its outcomes. For example, regular Remote Workers may be better in separating work activities from life activities than occasional Remote Workers (Eurofound, 2015). Nevertheless, empirical evidences suggest that Remote Work offers employees many more advantages than disadvantages (Lewis, 2012; Tichler, Goers, Friedl, & Höfler, 2010).

Therefore, employers should implement Remote Work in their organization. They can adopt suitable measures recommended in section 3.2 to overcome potential risks of Remote Work.

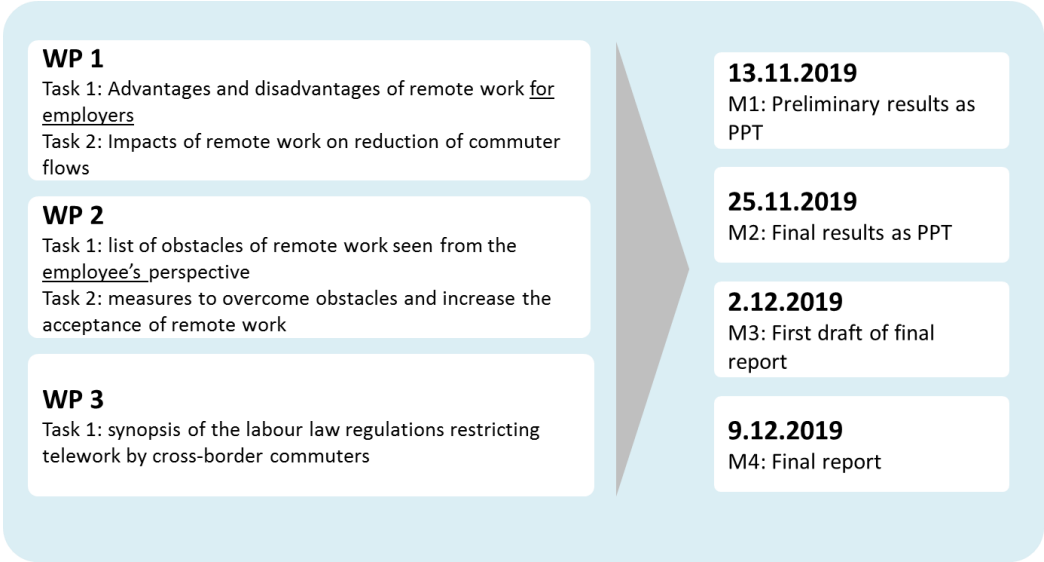
1.1 Structure and objectives of the short study

The study tests the hypothesis

- the widespread introduction of Remote Work has positive effects on cross-border passenger flows by reducing them

and contains three working packages, as shown in the Figure 1 below.

Figure 1: Flowchart of the work packages



Source: own representation

The **output** of the study provides a solid foundation for decision making on the promotion and implementation of Remote Work. It presents:

- a list of advantages and disadvantages of Remote Work from the employers' perspective¹
- a descriptive estimation of impacts of Remote Work on the reduction of commuter flows

¹ A detailed description of the advantages and disadvantages from the employee perspective (with overlaps to the employer perspective) and a list with various restrictions on the labour law and taxation side follows in WP2 and WP3. The focus of WP1 is on the descriptive estimation of impacts of Remote Work on the reduction of commuter flows.

- a comprehensive list of advantages and disadvantages of Remote Work from the employees' perspective.
- an exhaustive list of relevant instruments for companies to overcome potential risks of Remote Work
- An elaborated list of legal restrictions for telework seen from the employee's perspective

1.2 Definition of Remote Work

Remote Work has become an increasingly popular working style. Nevertheless, there is no common definition on Remote Work. Remote Work has also been referred to by different terms such as telework, distributed work, virtual work, flexible work, flexplace and distance work.

According to the Schweizerischen Arbeitskräfteerhebung (SAKE), the usual place of work is the place where at least 50% of the working time is performed, regardless of the type of work. In addition, SAKE considers that Remote Work is performed when data is exchanged via the Internet with the employee or client from home (Bundesamt für Statistik, 2019).

Article 2 of the European Framework Agreement on Telework of 2002 (hereafter the European Framework Agreement) defines telework as a form of organising and/or performing work, using information technology, in the context of an employment contract/ relationship, where work, which could also be performed at the employer's premises, is carried out away from those premises on a regular basis.

For the context of this study in which geographical investigation covers the entire EUSALP Perimeter, we propose to use a broader definition of Remote Work in order to include as many empirical studies and related documents on Remote Work as possible. We define Remote Work as a flexible working practice that involves a good portion of work to be accomplished outside of the employer's premise temporally and spatially. In this current study, Remote Work and telework are used interchangeably.

1.3 Remote Work in Switzerland

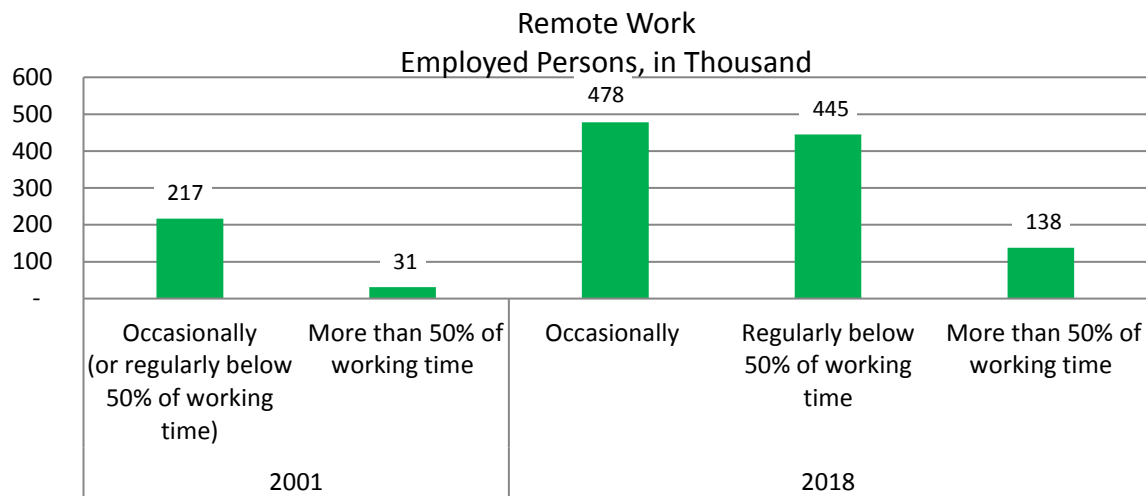
This chapter provides an overview of the importance of Remote Work in Switzerland due to three different evaluations.

SAKE (Bundesamt für Statistik):

Remote Work has developed in the recent past in Switzerland, as the official statistical data from the Schweizerischen Arbeitskräfteerhebung (SAKE) of the Bundesamt für Statistik (BFS) shows²:

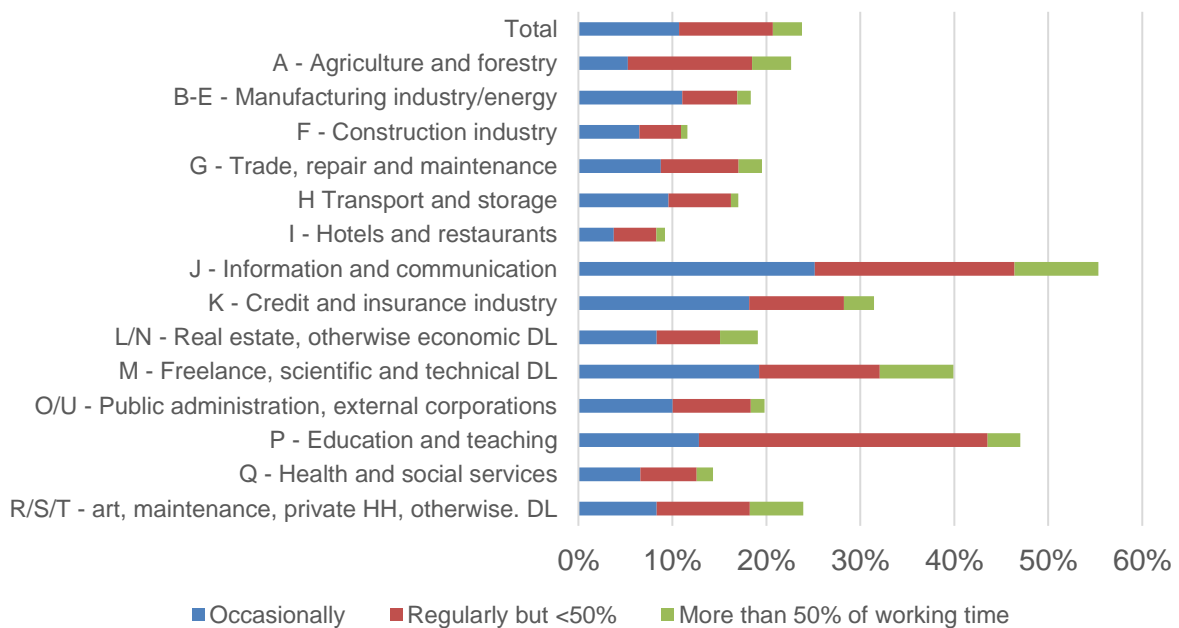
- Since 2001 the number of employees (employed and self-employed persons) working at least occasionally remotely has increased more than four times (from 250.000 to over one million people). Today, almost every fourth person does Remote Work occasionally (23.8%).
 - Currently, around 500.000 people occasionally work from home (from time to time)
 - More than one out of 10 employees regularly work from home (less than 50% of the working time)
 - The number of people who work more than 50% of their working time from home, has increased from around 30.000 in 2001 to 138.000 in 2018
- The proportion of people working from home varies greatly depending on the economic sector. Approximately one third of those working in the "education and teaching" and "information and communication" sectors work from home. It can also be observed that the proportion of Remote Workers correlates very strongly with the educational level of the working population and the family status.

² Note: As the SAKE only collects data on Remote Work performed at home, location-independent working without fixed workplace (mobile work or at a Coworking Space) is not included in the evaluations.



Source: own representation based on Bundesamt für Statistik, 2019³

Figure 2: Remote Work employees in Switzerland (without apprentices)



Source: own representation based on Bundesamt für Statistik, 2019

Figure 3: Remote Work in % of employees in the economic section in Switzerland in 2019

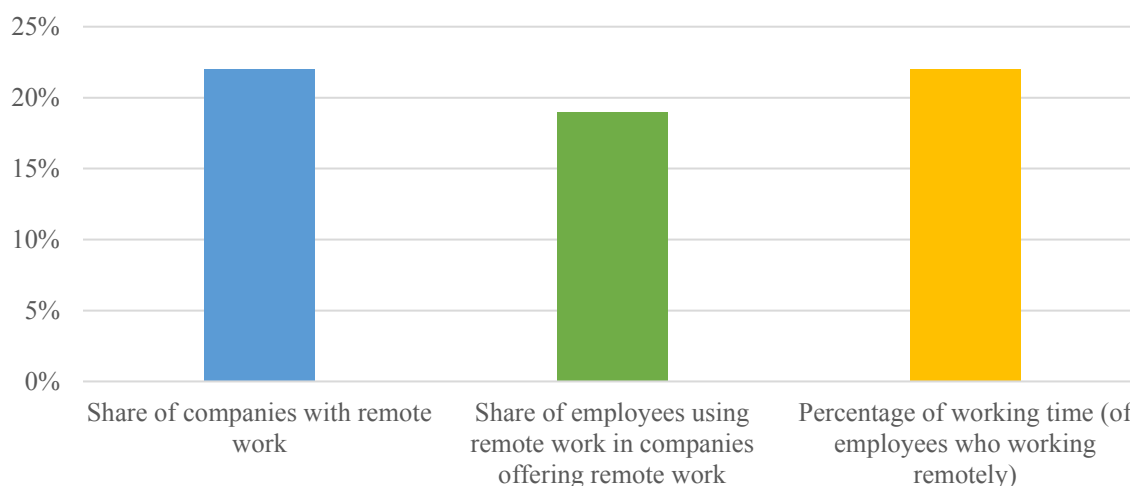
³ Since 2013, a distinction has been made between occasionally and regularly.

According to the study “WorkAnywhere” (Swisscom & SBB, 2013), up to 50% of employees in Switzerland could make their work more flexible – this applies in particular to the tertiary sector (services). The primary and secondary sectors are less suitable for regular Remote Work. Nonetheless, almost the half of all employees are not able to work remotely or on a mobile basis (Fachhochschule Nordwestschweiz, 2016).

Ernst Basler + Partner, Hochschule Luzern & Konjunkturforschungsstelle der ETH (2014): Auswirkungen neuer Arbeitsformen auf den Energieverbrauch und das Mobilitätsverhalten von Arbeitnehmenden:

In a survey on behalf of the Bundesamt für Energie in 2014, 1895 companies with five or more employees from all sectors except agriculture, education, health and public administration were interviewed:

- More than one fifth of companies in Switzerland offer Remote Work (22%)
- About 19% of all employees are using the option to work remotely in companies offering Remote Work
- About 22% of the total working time is worked remotely (of employees who work remotely)
- Furthermore, international companies tend to practice Remote Work more often.



Source: Ernst Basler + Partner, Hochschule Luzern & Konjunkturforschungsstelle der ETH (2014)

Figure 4: Distribution of Remote Work in Switzerland in 2014 (n=1.895)

Eurostat: Data Explorer (2018):

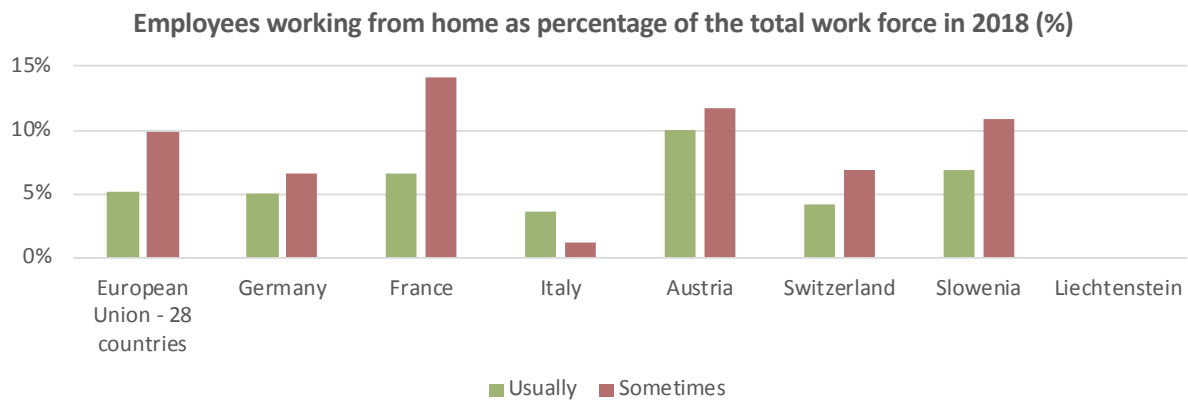
Another analysis, which shows Remote Work in a European comparison, distinguishes between usually work from home and sometimes work from home:

- The percentage of employed persons aged 15 to 64 in the European Union (EU) who usually work from home stood at 5.1% in 2018. Regarding the EUSALP members, this



figure was highest in Austria (10.0%), followed by Slovenia (6.9%) and France (6.6%), and lowest in Italy (3.6%).

- The percentage of employed persons in the EU who sometimes work from home has increased steadily over the years, from 7.7% in 2008 to 9.9% in 2018.
- For Switzerland, this analysis reports that the number of persons who usually work from home decreased from 14.5% in 2016 to 6.9% in 2018. We suspect that the reason of this reported drop may be due to a difference in data collection methods (statistical aggregation), since the SAKE survey covered above comes to different conclusions.
- In the EU, more self-employed persons usually worked from home (18.1%) than employees (2.8%). This was true for all EUSALP members.
- In general, more women than men work from home in all EUSALP members.



Source: Eurostat: Data Explorer

Figure 5: Remote Work in Europe

2 Work Package 1 – advantages and disadvantages of Remote Work for employers and potential contribution to reducing commuter flows

This chapter corresponds with Working Step 1 of the project. It...

...presents a list of advantages and disadvantages of Remote Work seen from the employer's perspective

...summarises a descriptive estimation of impacts of Remote Work on reduction of commuter flows

Work Package 1 is divided into two main tasks. Chapter 2.1 includes a list of advantages and disadvantages of Remote Work seen from the employer's perspective. Chapter 2.2 estimates impacts of Remote Work on a possible reduction of commuter flows from France to Switzerland, Italy to Switzerland, Austria to Switzerland, Austria to Liechtenstein, Switzerland to Liechtenstein and Germany to Switzerland. The potential of cross-border private car journeys and vehicle kilometres saved is estimated. In a second and third step, possible compensations impacts and long-term impacts are described.

2.1 Advantages and disadvantages of Remote Work for employers

The following table shows advantages and disadvantages of Remote Work from an employer's perspective.

Advantages	Disadvantages
Increase in recruitment potential due to larger radius incl. rural areas and possibilities for employees with childcare responsibilities	Lack of access to local premises, no possibility to use tools and machinery or to inspect documents. Note: Less relevant for tertiary sector (services)
Stronger commitment through consideration of the needs and increase of mutual trust; thus reduced absenteeism	Loss of qualitative aspect of the presence on site. Compensation through (new) means of communication required
Increase in productivity and motivation (adjustment of working time to own performance curve)	Potential decrease in productivity due to lack of control by superiors. This requires a change in management style (management by objectives)
Greater flexibility (in terms of time and space)	Reorganization of leadership style required (e.g. no spontaneous meetings)
Image enhancement, because the company presents itself as modern and promising	External control via telecommunication devices technically possible, thus danger of surveillance Note: Less relevant for secondary sector (industry)

Cost savings, for example due to office space, better utilization of central resources, building maintenance and cleaning costs and energy costs	Initial costs for the set-up and management of Remote Work (e.g. Smart-phones, Laptops, Interfaces etc.)
Increasing mobility of the company because less location-bound office culture facilitates more outside appointments	Loss of identification with the company
Personal customer contact abroad without travel expenses or establishment of foreign branch office	Data protection/data security issues (both internal and statutory) Note: Less relevant for secondary sector (industry)
Generally there are no specific or intended restrictions on cross-border Remote Workers	Danger to the health of the employees due to excessive working hours and/or excessive demands on the employees with the work form
	Unclear insurance conditions in the cases of accident and illness
	Risk of less investment in public infrastructure due to Remote Work support
	Various restrictions on the labour law and taxation side (intransparency of the status of collective and legal labour regulations or double taxation agreements)

2.2 Potential of Remote Work on reduction of commuter flows

Remote Work has considerable potential for saving commuter flows and thus reducing energy consumption in transport. Thanks to the progress made in broadband networks, as well as of the convergence of the Internet and mobile telephony today, everyone has the opportunity to do Remote Work.

Today, there are around 340.000 commuters crossing borders every day in the alpine region from and to Switzerland:

- From Germany to Switzerland around 60.000 are crossing borders per day (25.000 in public transport)
- From France to Switzerland around 175.000 per day (1.000 in public transport)
- From Italy to Switzerland around 70.000 per day (5.000 in public transport)
- From Austria to Switzerland around 8.000 per day (500 in public transport)
- From Liechtenstein to Switzerland around 500 per day (100 in public transport)
- From Austria to Liechtenstein around 9.000 per day (500 in public transport)
- From Switzerland to Liechtenstein around 12.000 per day (2.000 in public transport)

- Around 80% of all cross-border commuters are concentrated in Lake Geneva region, north-western Switzerland and Ticino

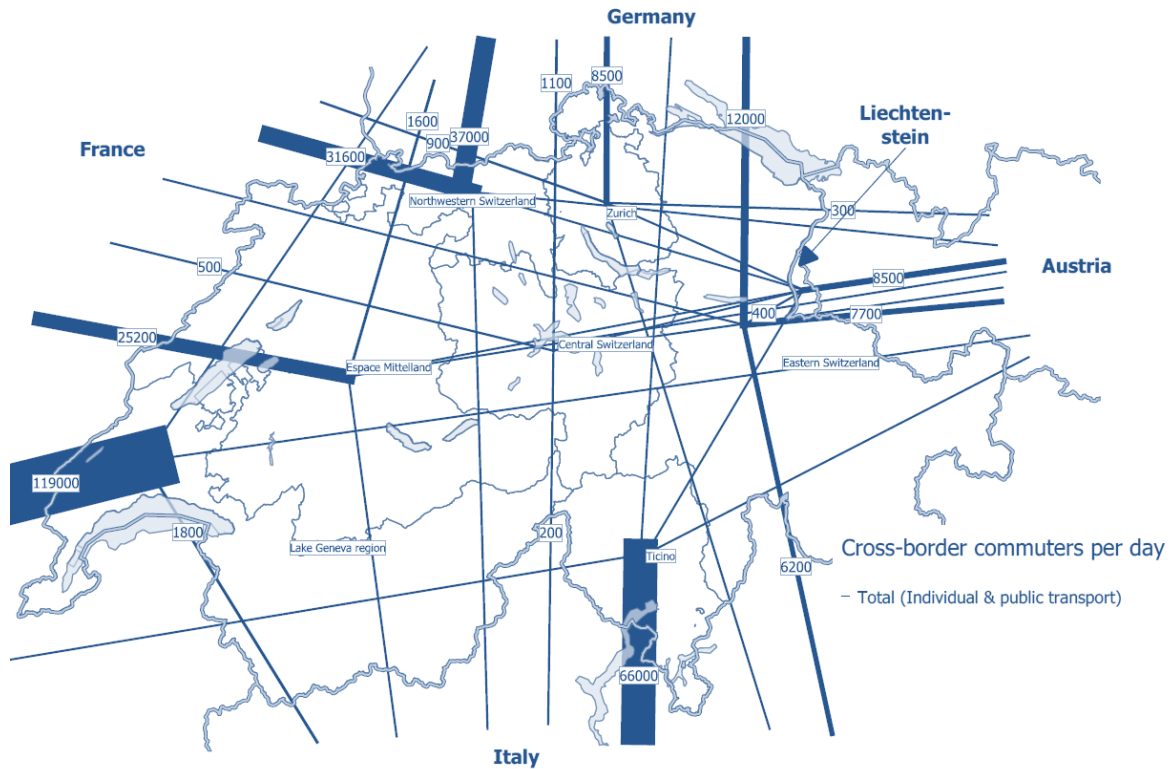


Figure 6: Commuter flows in the alpine region per day

Source: Own evaluation based on BFS - Grenzgängerstatistik (2019), BFS - A+GQPV (2017), Liechtenstein in Zahlen (2018)

The methodology for calculating the potential of Remote Work on reduction of commuter flows is based on the study by Ernst Basler + Partner, Hochschule Luzern & Konjunkturforschungsstelle der ETH (2014).

Remote Work can lead to short-, compensation and long-term effects in terms of mobility:

- Short-term impacts results from the elimination of the commuter route: Decrease in commuter flows, thereby energy savings and reduction of environmental pollution.
- However, Remote Work can lead to an increase in private mobility: Employees travel additional distances that they would otherwise not be able to cover or would have to cover on their way to work (for example shopping, going to the fitness centre or picking up children). The energetic "net" effect is thus dependent on these compensation effects.
- Long-term impacts can occur, because Remote Work enables greater distances between home and work. This can lead to the employees living further away from the workplace leading to an increase in mobility

2.2.1 Short-term impacts

The evaluation of the short-term-impacts is based on BFS - Grenzgängerstatistik (2019) and Liechtenstein in Zahlen (2018). Only the savings in the individual transport were considered.

To calculate the reduction of the commuter flows due to Remote Work, the following formula was used:

$$= \frac{(\sum \text{cross - border commuters} \times \% \text{ mode of transport})}{\text{car occupation rate}} \\ \times \% \text{ remote work on total working time} \times \% \text{ employees who work remotely} \\ \times \text{working days per year} \times \text{commuting distance for return journey}$$

In the following, the terms of the formula are described in more detail:

Table 1: Description and sources of the terms

Description	Value	Source
\sum cross – border commuters	341.228 commuters (average day traffic, immarticulation abroad)	BFS - Grenzgängerstatistik (2019) Liechtenstein in Zahlen (2018)
% mode of transport	58 – 99%	BFS - A+GQPV (2017) Modalsplit FL: Amt für Statistik (2010)
car occupation rate	1.5	BFS - A+GQPV (2017)
% Remote Work on total working time	20%	Ernst Basler + Partner, Hochschule Luzern & Konjunktur-forschungsstelle der ETH (2014)
% employees who work remotely	13.1%	BFS - SAKE (2019)
working days per year	212,3	own estimation
commuting distance for return journey	2x 36km	own estimation

Among the assumptions made in the table, the following reduction on cross-border commuting can be calculated:

- From Germany to Switzerland around 260.000 car journeys per year, which correspondence to 9 Mio. Car-km

- From France to Switzerland around 1.3 Mio. car journeys per year, which correspondence to 47 Mio. Car-km
- From Italy to Switzerland around 520.000 car journey per year, which correspondence to 19 Mio. Car-km
- From Austria to Switzerland around 60.000 car journey per year, which correspondence to 2 Mio. Car-km
- From Liechtenstein to Switzerland around 3.000 car journey per year, which correspondence to 100.000 Car-km
- From Austria to Liechtenstein around 60.000 car journey per year, which correspondence to 2 Mio. Car-km
- From Switzerland to Liechtenstein around 75.000 car journey per year, which correspondence to 2.5 Mio. Car-km

2.2.2 Increase in private mobility

To calculate the increase in private mobility due to Remote Work, the following formula was used:

$$\frac{\sum \text{Remote Working days}}{2} = \sum \text{reduce commuter flow} - \text{\%mode of transport} \times \frac{\text{additional private mobility}}{\text{car occupation rate}}$$

In the following, the terms of the formula are described in more detail:

Table 2: Description and sources of the terms

Description	Value	Source
∑ reduce commuter flow	82.2 Mio Car-km	Own evaluation
∑ Remote Working days (working days per year x % Remote Work on total working time x % employees who work remotely)	6	Ernst Basler + Partner, Hochschule Luzern & Konjunktur-forschungsstelle der ETH (2014)
% mode of transport	70%	BFS - A+GQPV (2017) Modalsplit FL: Amt für Statistik (2010)
car occupation rate	1.5	BFS - A+GQPV (2017)
Additional private mobility	Little compensation effects: Assumption that every second employee	own estimation

	travels an additional 4 km per day	
	Strong compensation effects: Assumption that every second employee travels an additional 14 km per day	

Based on the assumptions made in the table, the following increase in private mobility can be calculated:

- Little compensation effects: Increase in private mobility of about 1.8 Mio. Car-km reduce savings due to Remote Work by 2%.
- Strong compensation effects: Increase in private mobility of about 6.2 Mio. Car-km reduce savings due to Remote Work by 8%.

2.2.3 Long-term impacts

In addition, long-term impacts can also occur:

- greater use of Remote Work and thus relief of roads and public transport
- Preventing additional investment in transport infrastructure
- Compensatory effects: increased mobility in the village (each person makes 3.4 trips per day, which has hardly changed since the 1990s)
- Longer commuting distances in the future due to flexible working hours and concentration of jobs in metropolitan areas

3 Work Package 2 – advantages and disadvantages of Remote Work for employees and measurements to overcome obstacles

This chapter corresponds with Working Step of the project. It...

...a comprehensive list of advantages and disadvantages of Remote Work from the employees' perspective.

...an exhaustive list of relevant instruments for companies to overcome potential risks of Remote Work

WP 2 is divided into two main tasks. In chapter 3.1, it carry out a thorough desk research in order to compile a overview of the perceptions, expectations and experiences of employees who practice Remote Work. Based on desk research, in chapter 3.2 effective instruments are identified helping to overcome obstacles and to increase the acceptance of Remote Work by employees.

3.1 Advantages and Disadvantages of Remote Work for Employees

Remote Work is considered to offer a range of advantages and disadvantages not only for employers but also for employees. In this section we will present how employees perceive Remote Work. What benefits do they expect from Remote Work and what barriers that may prevent them to undertake this type of working arrangements?

3.1.1 Advantages of Remote Work

3.1.1.1 Life Domain

Better Balance of Professional, Family and Social life

One of the most common benefits of Remote Work is better balance of professional, family and social life. This is because it allows employees to adapt their work demands to their family demands. Remote Workers can adapt working hours to personal needs and have autonomy to determine their pace of work. They may have more time for family due to reduction in commuting time, thus helping them to be close to children and partners (Eurofound, 2016; Eurofound and ILO, 2017; Lasfargue & Fauconnier, 2015; Pfisterer, Streim, & Hampe, 2013). This is especially valued by female employees (Dahm, 2010; Tichler et al., 2010).

In a survey of employees in France, almost 90% of respondents reported that Remote Work has improved their work-life balance and 95% claimed that Remote Work has had a positive impact on professional domain and social life. They reported to spend saving commuting time with family, for personal activities and/or community activities (Lasfargue & Fauconnier, 2015).

In a survey of 505 employees conducted by the Germany's Digital Association (BITKOM), around 80% of the respondents claimed that working from home helped them to reconcile work and family life (Pfisterer et al., 2013).

A survey of 397 regular home office employees, mainly from the German-speaking part of Switzerland, shows that home office employees can reconcile work and private life. For instance, they can have an appointment with a technician to repair a household equipment when working from home (Gisin, Schulze, Knöpfli, & Degenhardt, 2013). Similarly, findings from a Home Office Survey 2013 of 626 employees (230 regular home office users, 261 irregular home office users and 135 not home office users) in German and French speaking parts of Switzerland, show that regular home office employees are better at adapting their work demands to their private life demands in comparison with irregular home office colleagues. The regular home office employees reported that they can adapt their work demands to their private life demands well (51.6%) and very well (31%). Whereas these figures for the irregular home office employees are 57.8% and 21.1 %, respectively (Degenhardt, Gisin, & Schulze, 2014).

In a survey of 292 employees, of which 108 teleworkers and 110 non-teleworking workers in Linz, Austria, 83% of teleworkers stated that telework helped them better accommodate professional and private life obligations. (This is the most common reported advantage.) This statement is supported by the fact that 30% of them chose to practice telework because of work-life balance (Tichler et al., 2010).

Reduction of Travel Time and Traveling Costs

The survey conducted in Linz reports that 88% teleworkers claimed that telework helped them to save time of traveling to and from workplace. This is the second most common advantage mentioned by teleworkers (Tichler et al., 2010). More than 60% of 223 employees surveyed by BITKOM also stated that time savings by omitting traveling to the employer's workplace is one of the main reasons for their choice of working from home (Pfisterer et al., 2013). A case study in Brittany, France, documents that employees participate in the telework program to save traveling time between home and work. For instance, one teleworker reported that by working from home, he drives less and can save up to one day of travel per week. Another claimed that she can save up to 2.5 hours of travel to work per day (Lewis, 2012). In Slovenia, a survey of 251 employees carried out in 2006 by the Chamber of Commerce and Industry of Slovenia and University of Maribor reports that more than 10% of the respondents chose working from home to reduce commuting time and traveling costs (Drobnjak & Jereb, n.d.). Another survey in Slovenia also shows that 68% of respondents perceived saving on effort in commuting as one of benefits that telework offers employees (Jereb & Gradisar, 1999).

Higher Satisfaction

Empirical evidence shows that Remote Workers are often satisfied with their job. For example, findings from the Swiss Home Office Survey 2013 show that the regular home office employees were clearly more satisfied with their job and their employer than employees who never use home office (Degenhardt et al., 2014). A Swiss Home Office Survey 2012 of 397

regular home office users, mainly from the German-speaking part of Switzerland shows that on average these employees had a satisfactory scale of 7.41 (1-10 scale). They were satisfied not only with their employer and their current work activities but also with the workplace at the employer's premises and the workplace at home office (Gisin et al., 2013).

For Austria, Tichler et al. (2010) show that the third most common advantage of telework claimed by a majority of teleworkers is more satisfaction. For Germany, findings from the surveys conducted by Dahm (2010) and by Pfisterer et al. (2013) both document that Remote Work made employees more satisfied. Likewise, the case study in Brittany, France, reports that telework can increase satisfaction in family life (Lewis, 2012).

Diminish Levels of Stress and Lower Level of Fatigue

The surveys in France (Lasfargue & Fauconnier, 2015; Lewis, 2012) and in Germany (Zok & Dammasch, 2012) document that reduction in commuting as a result of telework can reduce stress and fatigue levels.

Improving Health Conditions

Remote Work can improve health conditions of employees due to better separation of work activities from private life. Employees can sleep more and have more energy as reported in the Swiss surveys (Degenhardt et al., 2014; Gisin et al., 2013). Teleworkers in the case study in France also reported that their health had improved as a result of teleworking (Lewis, 2012). Similarly, the data from the European Working Conditions Survey (EWCS) conducted in 2010 with a total number of 43,816 employees across 34 European countries showed that employees working with ICT outside the employer's premises sometimes report better levels of physical well-being (Messenger & Gschwind, 2015).

3.1.1.2 Work Domain

Higher Job Performance and Productivity

The literature shows an abundance of findings suggesting that Remote Work leads to higher job performance and productivity (Allen et al., 2015). More concentration, long working hours and greater commitment to the organization are considered to contribute to this advantage. A regional survey conducted also in Brittany (France) reports that about 22% of employees claim being more productive while practicing home-based telework than in the office (Aguilera, Lethiais, Rallet, & Proulhac, 2016). Another study in France provides even stronger evidence and supports the positive relationship between Remote Work and job performance. Almost 85% of Remote Workers stated that their productivity increased. One reason explaining their higher productivity is that Remote Workers are more concentrated in doing their work due to less being interrupted by colleagues and supervisors (Lasfargue & Fauconnier, 2015). Findings from a case study conducted in a regional government in France on experiences of part-time teleworkers who practiced telework on average two days per week reveal that teleworkers reported their productivity increased thanks to better working conditions (e.g.

facing less fatigue from transportation) and better work-life balance. Higher productivity is also caused by longer working hours (Lewis, 2012). A survey of home office in Germany also confirms that more concentration led to higher productivity (Dahm, 2010).

Similar results were also found in other European countries (Eurofound and ILO, 2017). For instance, using data (a sample of 124,830 workers) on teleworking obtained from the Italian labour force survey in the period of 2008 to 2013, Pigni and Staffolani (2019) develop regression models predicting the relationship between productivity and telework. The statistical results suggest employees are relatively more productive as teleworkers than as regular traditional workers.

The Swiss Home Office Survey 2012 shows a small positive correlation between job productivity and home office. Interestingly, analytical results indicate an inverse U-shaped relationship. It means that job productivity first increases with increasing hours of home office work, then the productivity slowly decreases after it reaches the peak. The loss of productivity occurs in two to three days of working in home office (Gisin et al., 2013).

Job Autonomy

Remote Workers also enjoy more freedom and have autonomy in organizing working schedules and pace of work (Lasfargue & Fauconnier, 2015; Eurofound and ILO, 2017; Messenger & Gschwind, 2015). They also can decide how to do their job (Hornung & Glaser, 2009). Therefore, they feel less time pressure. For example, they do not have to rush with their work in order to catch up a train to return home. Findings from the surveys in France (Dambrin, 2004; Lasfargue & Fauconnier, 2015), in Germany (Pfisterer et al., 2013), in Switzerland (Gisin et al., 2013), in Austria (Tichler et al., 2010) and in Slovenia (Drobnjak & Jereb, n.d.) all support this advantage of Remote Work.

Organizational Commitment

Organizational commitment is also seen as a positive outcome of Remote Work thanks to greater satisfactory and higher motivation as shown in the Swiss case (Gisin et al., 2013). Similarly, a survey of 1008 public employees who performed telework between one and four days per week in Germany documents that increased job autonomy and lower family-conflict resulted from telework helps to increase job satisfaction (Hornung & Glaser, 2009).

3.1.2 Disadvantages of Remote Work

3.1.2.1 Life Domain

Stress

The 2015 EWCS data shows that more than 30% of teleworkers reported that they are either often or always stressed, whereas only 25% of non-teleworking employees had this problem (Messenger & Gschwind, 2015). In the Swiss survey of regular home-based teleworkers, 57% of the respondents claimed they experienced an increase in work-related stress (Gisin et al., 2013). Most national studies of 10 EU Countries (including France, Germany and Italy) suggest that difficulty in separating work from private life is the main potential cause of stress for teleworkers and ITC mobile workers (Eurofound and ILO, 2017).

Health Problems

Remote Work can have negative impacts on employee's health due to increased work-related stress and sleep problems (Gisin et al., 2013). Furthermore, telework is often performed at places where ergonomic conditions are not fulfilled as in traditional office places. Consequently, Remote Workers may suffer from headaches, neck and shoulder pain as well as problems with back pain (Dahm, 2010). Results from the 2015 EWCS data show that teleworkers suffer from health problems like insomnia, overall fatigue, headaches or eyestrain more often than the non-teleworking workers. Stress and perceptions of negative impacts of work on health are found more often among high telework and ITC mobile work groups (Messenger & Gschwind, 2015).

Difficult to Separate Work and Private Life

Although Remote Work can support work-life balance, it may increase work-family conflict because of difficulties in separating work and private life (Lippe & Lippényi, 2018; Messenger & Gschwind, 2015). This risk is more likely to happen to female employees than their male counterparts (Lippe & Lippényi, 2018). In the Austrian survey, almost one third of the teleworkers stated that they faced difficulties in separating work and life (Tichler et al., 2010). The BITKOM survey in Germany even shows a stronger influence of working from home on the blurred boundary of private and working life, with 55% of the 505 employees reporting this problem (Pfisterer et al., 2013). Results from the European national studies reveal that a relatively high proportion of teleworking and ITC mobile employees occasionally or more often neglect family activities due to work obligations. The risk of work-home interference tends to increase with longer working hours. High mobile teleworkers seem to experience this problem more often than regular home-based teleworkers and irregular teleworkers (Eurofound, 2015).

3.1.2.2 Work Domain

Social and Professional Isolation

Social and professional isolation is considered as one of the greatest disadvantages that Remote Workers may face (Allen et al., 2015; Eurofound, 2015). Remote Workers experience a lack of access to informal information sharing that usually happens at offices. They may miss emotional supports from office colleagues (Dahm, 2010; Eurofound, 2015; Lewis, 2012). In an online Reuters poll in 24 countries (including France and Germany), 62% of respondents stated that they found teleworking socially isolating and 50% feared that the lack of daily face-to-face contact could harm their chances of a promotion (Reaney, 2012). Similarly, findings from the survey in Austria reveals that 30% of the teleworkers reported that they received little inspiration and feedback from their colleagues because lack of social contacts with them. More than one fourth of the respondents stated that they feel lonely and isolated. About 33% reported that telework reduces a chance of professional promotion (Tichler et al., 2010). Likewise, the BITKOM survey in Germany indicates that 25% of teleworkers feared that telework could have negative impacts on their career (Pfisterer et al., 2013). Interestingly, the Swiss survey of Home Office 2013 shows that the irregular home office users (64%) need more face-to-face contact than the regular home office users (49%) after two days of working from home. Yet for both of the groups, face-to-face contact with their employees is most important, followed by with their colleagues and then by their superiors (Degenhardt et al., 2014).

Make Teamwork More Difficult

Due to social and professional isolation, Remote Work makes teamwork more difficult (Grote, 2011). The survey in Austria reports that more than 40% of the teleworkers claimed that telework made working in teams more difficult (Tichler et al., 2010). Evidence from the case study in France also supports this statement (Lewis, 2012).

Longer Working Hours

Remote Workers, especially home office users, seem to work longer hours than in offices (Gisin et al., 2013) and more than colleagues who use traditional office as well. This is partly because Remote Workers carry out small domestic tasks between working activities (Eurofound and ILO, 2017). The case study in France shows that teleworkers worked on average 37 hours per week, slightly more than their non-teleworking colleagues (35.4 hours per week). The overtime (10 to 12 hours per week) was mostly occurred during evenings and on weekends (Lewis, 2012). Longer working hours may be required by employers (Lewis, 2012). Also in France, teleworkers reported that they worked longer and more intensively while teleworking because they felt pressures to justify for their absence from the office (Lasfargue & Fauconnier, 2015). Longer working hours and working in evenings and on weekends may be due to personal reasons. The Swiss survey of home office 2013 documents that regular and irregular home office users worked in evenings (44% vs. 62%) and on weekends (66% vs. 64%) mainly to have extra buffer time to meet their workload (*Arbeitspensum*).

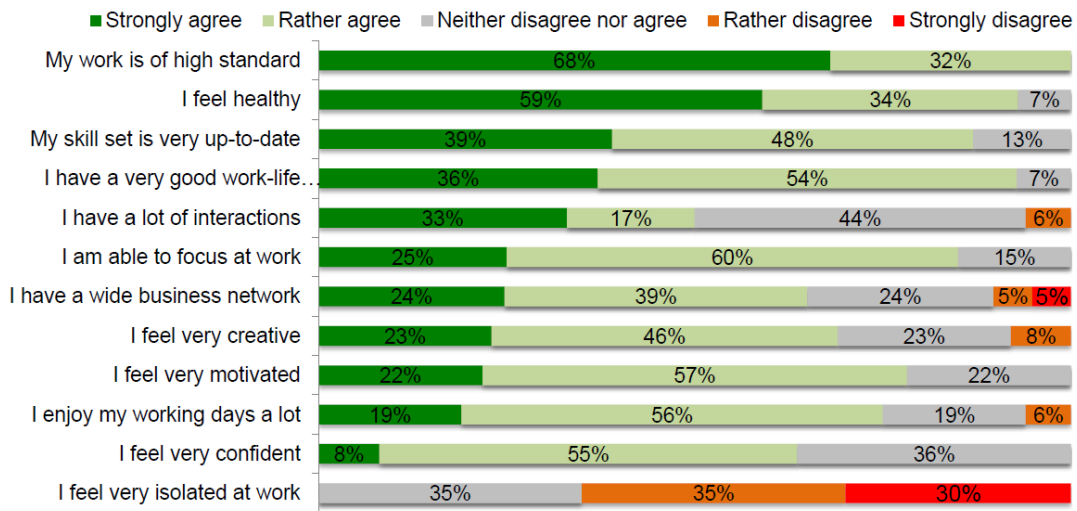
3.2 Measurements to Overcome Potential Risks of Remote Work

3.2.1 Providing Employees with Opportunities to Work at Coworking Spaces

In the context of digital work, we are witnessing a remarkable rise in coworking spaces worldwide from 75 in 2007 to 13,800 in 2017 (Deskmag, 2018). Coworking spaces are often located in creative cities with cosmopolitan milieus and high levels of urban vitality (Moriset, 2014). However, in the recent years, coworking spaces have also appeared in rural areas (Deskmag, 2012). In Switzerland, about ten percent of the 150 coworking spaces are located in rural areas, mainly in touristic mountain regions. Rural coworking spaces are considered to attract employees who wish to escape the large cities' problems of overcrowding, long commuting time, high living costs and pollution, etc. At the same time, rural coworking spaces are also places where employees look for retreats (Thao, Ohnmacht, von Arx, & Endrissate, 2019).

Coworking spaces represent shared workspaces 'on demand', offering permanent and temporary desks and providing basic office facilities. Coworking spaces are thought of as inclusive. Anyone who can afford the membership fee can participate. Users of coworking spaces are reported to enjoy a self-directed, flexible working style (Spinuzzi, 2012). The uniqueness of coworking spaces that differentiates them from serviced offices lies in their focus on social interactions (community) (Waters-Lynch, Potts, Butcher, Dodson, & Hurley, 2016).

As discussed before, although employees can work remotely at home, or in a public space such as cafés or libraries and may be highly connected in their virtual world, they often face social isolation and distractions in their work environment. Coworking spaces are able to buffer the social and psychological needs of these employees (Gerdenitsch, 2017). The design of coworking spaces encourage encounters among users. The so-called 'hot-desk area' or 'open place' is space without privacy, where coworking users can exchange information and knowledge with their peers, collaborate with each other, seek for advices, build networks or simply socialize. The design of coworking spaces provides physical proximity and infrastructure (Merkel, 2015) and the community host play a central role in creating different modes of engagement and enrolment within the coworking spaces to facilitate encounters, interaction, networking, collaboration and mutual trust among coworkers (Bouncken & Reuschl, 2018; Fuzi, 2015; Merkel, 2015). Hence, working in a coworking space may reduce the risk of social and professional isolation. It also helps to avoid health problems related to missing ergonomic equipment (see Figure 6). It can mitigate a risk of working longer hours because most coworking spaces have opening hours from 08:00 to 19:00 Mondays to Fridays (Thao et al., 2019).



How much do you agree with the following statements?

N=20

Figure 7: User's Benefits and Experiences at Coworking Spaces (Source: Coworking Switzerland and Deskmag, 2018)

Therefore, we recommend that large corporations can either build their own coworking spaces or partner with coworking space companies in order to provide their workers with an opportunity to work there. For example, Swisscom has its own Pirates Hub in Zurich for their employees and for start-up partners (free of charge). Small and medium-sized companies can sign a B2B contract with coworking spaces that allow their employees to work there depending on company and personal needs.

3.2.2 Cultivating Firm's Culture of Bounded Trust and Indirect Control Mechanisms

Many organizations include *formal* Remote Work practices in their human resource management strategies as they *ideally* take into consideration of advantages and disadvantages of Remote Work for themselves and for employees. In practice, they are however hesitant to implement Remote Work (Bailey & Kurland, 2002) because they may perceive that they may get less out of this working arrangement than the employees. The biggest concern is that Remote Work may reduce productivity. The different degree of implementation of Remote Work in the European countries may lie in the external factor, i.e. national cultures. It means that nations that value individualism have a better implementation of Remote Work than nations that value collectivism (Peters, Ligthart, Bardoel, & Poutsma, 2016). As the external factor is challenging to alter, there are several measures targeting

internal organizational management that employers can adopt to overcome their own concern on potential disadvantages of Remote Work.

Using a multi-level analysis on survey data of 1577 organizations in 18 nations, Peters et al. (2016) recommend that employers should promote strong individualism values in their organizations. When employers can exploit individualism values like achievement, power, hedonism, stimulation and self-direction, they can make their organizations fit to Remote Work, because these individualism values can indirectly control work-related behaviour and prevent opportunistic worker behaviour in Remote Work. In the context of strong individualism culture, Remote Work enhances employees' motivation, commitment and engagement since Remote Work is perceived as status and prestige. Besides, in the working environment where achievement is highly appreciated, there is room for employees to strive for achievement and for self-determination. Moreover, self-direction supports can increase in job autonomy, this is in turn likely to strengthen employees' motivation.

Together with the above individualism values, employers should at the same time introduce collectivism values of group solidarity and collective responsibility as an indirect control tool to generate employees' commitment to the organizations. In other words, employers should invest in building bounded trust relationships with employees.

Indirect control tools can be developed and implemented before, during and after the work process/implementation of Remote Work. Before the work process, employers should use controlling inputs by selecting employees whose skills and values are already compatible with requirements of Remote Work. During the work process, the employers can use peer control (soft and indirect) to stress the importance of individual workers' contribution to team performance. Team members should be well aware of mutual adjustment in order to achieve common goals and of possible consequences if they behave opportunistically. After the work process, the employers can adopt controlling outputs to mitigate risks of Remote Work. They should move away from controlling employees' attendance, attitudes and working hours to output management that may include specification of performance and output goals to direct Remote Workers' behaviour.

3.2.3 Developing Clear Regulations and a Code of Conduct on Remote Work

As the number of organizations that promote culture of bounded trust in relation to Remote Work is still modest (Peters et al., 2016), those who introduce Remote Work either do so in response to employees' needs for work-life balance, for employees who have mobility or health problems, or for employees who need to work in a concentrated manner without disturbances. (Eurofound and ILO, 2017) Clear regulations and a code of conduct on Remote Work can mitigate uncertainties and unwanted outcomes of Remote Work. First of all, the employers should develop categories who are eligible for carrying out Remote Work. For example, the PSA Peugeot Citroën carried out a home-based telework pilot in which the company developed six criteria that employees needed to fulfil in order to be eligible for this working arrangement. They include "sufficient autonomy, mastery of skills, mutual trust, compatible work

organisation, a telework-compatible position and equipped work space.” (Eurofound and ILO, 2017, 52).

Another aspect is how many days per week are employees allowed to work remotely. The employers can take into consideration the empirical findings in the Swiss survey that suggest that more than two days of home office per week may reduce employees’ productivity. Yet working time is also important. Rules on minimum attendance times, availability times, breaks and rest periods, work in evenings and on weekends have to be clarified. This is to reduce the risk of work-life interference and to ensure cooperation in teamwork (Eurofound and ILO, 2017). It also helps to reduce stress caused by pressures of ‘being always available’. Job performance has to be measured objectively with a range of measurable criteria (Pfisterer et al., 2013). Rules on communication and information exchange channels and costs related to installation of hardware and software for working from home must be covered in company’s regulations on Remote Work. By doing so, potential risks of health problem and data protection and security can be avoided.

3.2.4 Skill Trainings

As mentioned earlier, outcomes of Remote Work also depend on individual characteristics of employees, i.e. motivation, self-discipline, autonomy and ITC skills. Companies can prepare employees for Remote Work by cultivating particular organizational values and a culture of bounded trust that guides employees’ behaviour. They can provide employees with extensive training courses on developing autonomous skills and self-motivation and on ITC skills (Peters et al., 2016).



4 Work package 3 – restrictions on the labour law side with regard to Remote Work

This chapter corresponds with Working Step 3 of the project. It presents...

...an elaborated list of legal restrictions for telework seen from the employee's perspective

WP3 carries out a desk research in order to compile a synopsis of the labour law regulations restricting telework by cross-border commuters in the entire EUSALP Perimeter.

4.1 Overview of legal regulations

The legal areas to be considered regarding the question „Are there restrictions on the labour law side with regard to remote work?“ are the International Private Law (IPL) and labour law. International Private Law (IPL) or „law of conflict“ is a set of rules established between EUSALP Member States (and, of course, third states) concerning the recourse to courts and labour law applicable for cross-border remote workers.

The Lugano Convention regulates access to courts for almost all European States (EU and EFTA) except the Principality of Liechtenstein (PoL). Moreover, the Brussels Ia-Regulation is the regulatory instrument for the Member States of the European Union. While the Rome I-Regulation regulates, which national law is applicable for a cross-border remote worker between the EU member states, the national IPL-codification does it for the Swiss Confederation and PoL.

In this context, the labour legislation of the EUSALP Members States includes seven individual national labour systems including also their individual national collective regulations for all different sectors of industry amongst a variety of collective partners in each state. Furthermore, there are overlaying EU labour law regulations and collective regulations, which are relevant in this context: the „European Social Partners Framework Agreement on Telework“ and the bilateral conventions between EU and Non-EU-Members e.g. the EU-EFTA-Agreement on the Free Movement of Persons.

4.2 Private international law regulations

4.2.1 Swiss Confederation – Jurisdiction and law applicable

Cross-border remote workers within the scope of the Lugano Convention (all EUSALP members exc. PoL) are entitled to sue their employers in the court of their regular working place or the court of the seat of their employers, Art. 19 Lugano Convention.

According to the Art. 121 IPRG (CH) the law of the state is applicable where the regular working place is situated but is also open to a choice of law unless mandatory protective law is not violated. However in a controversial decision, the Federal Court (BGE 139 III, p. 411 ff) ruled that the „Arbeitsgesetz“ was not applicable „abroad“ and denied a claim for overtime pay. The case was about a worker, who was employed by a Swiss company but whose workplace was in Kabul/Afghanistan. The working parties had agreed on the applicability of Swiss labour law in the labour contract. According to the legal discussion about the interpretation of Art. 121

IPRG amongst swiss lawyers⁴, the Bundesgericht might have found a legal way to overtime payment if the workplace would have been seated not in Afghanistan but in an EUSALP Member state where overtime regulations are similar to the Swiss law.

4.2.2 Principality of Liechtenstein – jurisdiction and law applicable

The Principality of Liechtenstein has not ratified the Lugano Convention. Cross-border remote workers therefore need a written agreement conferring jurisdiction to sue their employers in a court of their workplace outside Liechtenstein, § 53 Jurisdiktionsnorm. Otherwise, they have to sue in the court in Vaduz.

According to the Art. 48 IPRG (PoL) the law of the state is applicable, where the regular workplace is situated but is also open to a choice of law unless mandatory protective law is not violated. This regulation is identical to the Swiss regulation.

4.2.3 EU Member States – jurisdiction and law applicable

Within the scope of EU regulation 1215/2012 (Brussels Ia) cross-border remote workers are entitled to sue their employers at the court of their workplace or at the court of the seat of their employers, Art. 21.

According to the Art. 8 EU regulation 593/2008 (Rome I), the law of the state is applicable where the regular workplace is situated but is also open to a choice of law unless mandatory protective law is not violated.

Furthermore, a better law approach is constituted concerning protective laws in favour of the employee regardless of which law was chosen between the parties⁵.

4.3 Legal situation with regard to labour law

4.3.1 No specific legislation for remote work/telework

In general, EUSALP Member States labour contract legislation does not contain specific regulation concerning remote work or telework. So it is in the Swiss Confederation, Germany, Austria, PoL and Italy. It is widely accepted that teleworkers are protected and equally treated by the general protective mechanisms of the labour law of each state and the system of collective regulations by the social partners in each branch sector.

In the Swiss Confederation remote work or telework are considered to be part of the general labour law legislation (Art. 319 ff Obligationenrecht (OR) und Arbeitsgesetz (ArG)). There is no special legislation concerning remote work or telework yet. But a few of the all in all 606 collective agreements (Gesamtarbeitsverträge) include regulations concerning equal rights for teleworkers or the right to return to the premises of the employer⁶.

⁴ Honsell u.a., Basler Kommentar Internationales Privatrecht, 3. A. 2013, Basel, Art 121, RN 32 (better law approach)

⁵ Güllemann, Dirk, Internationales Vertragsrecht, 3. A. 2018, Osnabrück, S. 91

⁶ Bericht des Bundesrates zum Postulat 12.3166 Meier-Schatz, S. 30 ff



4.3.2 EU/EEA- Institutional Framework Agreement 2002

In 2002 the 21 European Economic Area Members (EU and EFTA-Members with exception of the Swiss Confederation), by the implementation of the European social partners' Framework Agreement on Telework wanted to ensure that no new employment status would result from teleworks expansion. The agreement stresses, that teleworkers enjoy the same legal protection as employees working permanently at the employer's premises. But it considers that collective agreements by the social partners should address specific needs of teleworkers. It was agreed upon, that the following subjects should be negotiated and regulated: the voluntary nature of telework and the right to return (reversibility of the decision to pass to telework), a guarantee of maintenance of employee status, guarantees of equal treatment, information to be provided to the teleworker, coverage of costs by the employer, a guarantee of specific training, protection in the field of health and safety, working time, protection of privacy and personal data, contact with the firm; collective rights of teleworkers, access to telework⁷.

The Implementation process varied amongst the Framework-Members, in detail as far as it concerns EUSALP-Members:

France: Incorporating all provisions of the European Framework Agreement, the French social partners concluded a cross-industry national agreement on telework in 2005, which was extended to all employers to all employers and workers by a Government Decree. Prior to the Framework Agreement, no specific regulations existed on telework but case law already established the voluntary character and reversibility. The French government considered that the national agreement addressed the main issues and that further legislation is unnecessary, but in 2012 the French legislator introduced a law concerning telework

Italy: Similar to France the Italian social partners implemented the Framework through an "interconfederal agreement", but contrary to France this agreement is binding only on signatory parties and their members and not followed up by a governmental decree extending it to all workers and employers. Prior to the Framework, no specific legislation or regulation had been issued for the private sector. The Italian Government sees no need for further legislation in this field.

Austria: The Austrian labour contract law does not contain any specific regulation of telework. However, according to the Austrian government, general labour legislation and both collective (Kollektivverträge) and company agreements (Betriebsvereinbarungen) apply in full to teleworkers. The voluntary character of telework and equal rights for teleworkers as regards employment conditions are guaranteed. According to the Austrian government, even though all issues are not regulated in a comprehensive manner, none of the collective agreements seems to contradict the Framework Agreement.

Germany: Similar to Austria the German social partners and the Federal Government consider that teleworkers are covered by the general protective mechanisms of German labour law.

⁷ Commission Staff Working Paper – Report on the implementation of the European social partners Framework Agreement on Telework

Typically the issue of telework is regulated through company agreements (Betriebsvereinbarungen und Firmentarifverträge).

Slovenia: In 2007 the Slovenian legislator amendet an already existing homeworking legislation making it clear that teleworkers and homeworkers enjoy the same rights as employees working at the employers premises but some provisions of the Framework Agreement do not appear in the Slovenian legislation.

Principality of Liechtenstein: The social partners agreed on recommendations to company levels.

4.3.3 Conclusions

In general, there are no specific or intended law restrictions on cross-border remote workers. EUSALP Member states are aware of the potential of remote work and they attempt to have equal legislative treatment in the fields of international private law and labour law.

As mentioned above, there are rather frictions resulting from case law interpretations concerning the jurisdiction in the Principality of Liechtenstein and the application of protective laws such as the decision of the Bundesgericht (CH) concerning the application of the Arbeitsgesetz. There is an intransparency of the status of collective labour regulations following the process of the implementation of the Framework Agreement of the European social partners.

4.3.4 Recommendations for contracting partners:

Labour law contracting partners should analyze and compare the individual and collective labour law situation concerning an individual contract.

Contracting partners should be aware about the necessity of an agreement on choice of jurisdiction and law.

Partners should counsel about contractual regulations on remote work situation. For example: the right to return, a guarantee of maintenance of employee status, guarantees of equal treatment, information to be provided to the teleworker, coverage of costs by the employer, a guarantee of specific training, health and insurance, working time, protection of privacy and personal data, contact with the firm, collective rights of teleworkers and access to telework.

4.3.5 Recommendations for the legislative and administrative bodies of EUSALP Members:

The EUSALP Members should create a transparency register concerning the existing different collective and legal labour law regulations across the EUSALP Member states to inform employers and employees.

The Swiss Confederation should amend international private law (Art. 121 IPRG) in the direction of a better law approach (Günstigkeitsprinzip) and expand the application of the protective Arbeitsgesetz in favour of cross-border workers.

The Principality of Liechtenstein should ratify the Lugano Convention.

5 Annexes

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5.2 Presentation

- Cross-border Mobility Presentation Complete Slide Set
 - Introduction
 - WP 1: advantages and disadvantages of Remote Work for employers and potential contribution to reducing commuter flows
 - WP 2: advantages and disadvantages of Remote Work for employees and measures to overcome obstacles
 - WP 3: restrictions on the labour law side with regard to Remote Work
 - Summary of the potential of Remote Work to reduce cross-border passenger flows
 - Back-up Slides