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| **Council 2021Virtual consultation of councillors, 8-18 June 2021** |  |
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| **Agenda item: ADM 20** | **Document C21/29-E** |
| **9 March 2021** |
| **Original: English** |
| Report by the Secretary-General |
| Staff Working Conditions Strategy AND IMPLEMENtATION PLAN |

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| SummaryAt its extraordinary session held in September 2019, the Council instructed in Decision 619 the secretariat to work on the Implementation Plan for upcoming changes to working conditions when relocating all staff in two phases, first moving from three to two HQ buildings in 2022 and finally to the new HQ building in 2026. Decision 619 has allocated, under indirect cost, the budget for this purpose.The Staff Working Conditions and Implementation Plan was submitted to the 2020 second Virtual Consultation of Councilors at its fourth meeting on 19 November 2020 and was further discussed at the twelfth meeting of Council Working Group on Financial and Human Resources (CWG-FHR) in January 2021.To bring necessary expertise on staff working conditions and transformation to modern work practices in the new context, the Request for Proposal, RFP-S-HRMD-2020-O66, directed towards selecting a consultancy firm to provide a strategy and implementation plan for ITU staff working conditions, was published 9 September 2020. DREES & SOMMER Schweiz AG has been awarded for a total contract amount of CHF 280,150.Action requiredThe Council is invited to **take note** of the selection of DREES & SOMMER to support ITU for the Staff Working Conditions Strategy and Implementation Plan.\_\_\_\_\_\_\_\_\_\_\_\_References[*Council Decision 619*](https://www.itu.int/md/S19-CLADD-C-0005/en)*;* [*C20/29*](https://www.itu.int/md/S20-CL-C-0029/en)*;* [*C20/INF/13*](https://www.itu.int/md/S20-CL-INF-0013/en); [*C20/INF/21*](https://www.itu.int/md/S20-CL-INF-0021/en) |

**1 Strategic Context**

1. In a world of unpredictable and rapid change, the problem with strategic planning is that if we follow our initial plan through to the end, we will get exactly what we used to want. What ITU needs is a framework for planning and implementing a staff working conditions strategy and implementation plan that is agile enough to adapt to our dynamic environment but focused enough to deliver contemporary working conditions.

**2 RFP-S-HRMD-2020-066 on Staff Working Conditions Strategy and Implementation Plan**

2.1 To bring necessary expertise for guiding strategic decisions and workplace strategy experience from similar projects in the public sector, as well as integrating the Covid-19 experience and learnings, ITU published a Request for Proposal (RFP) referenced RFP-S-HRMD-2020-066, on 9 September 2020, directed towards selecting an external consultancy firm to provide a strategy and an implementation plan for upcoming changes to working conditions when relocating all staff in two phases, first moving from three to two ITU HQ buildings in 2022 and finally to the new HQ building in 2026.

2.2 The contract has been awarded to DREES & SOMMER for a total contract amount of CHF 280,150.

2.3 Drees & Sommer, founded in 1970, is a leading international consulting company working in the building and real estate sector, renowned for their full-service solutions such as Workplace Concepts, Change Management and Strategy & Communication, which they have developed over more than 30 years in over 3,000 projects of all sizes economically. At present, around 3,700 employees at 43 international locations manage a wide variety of projects.

2.4 Drees & Sommer Switzerland AG, located in Basel, Zurich, and Lausanne, has around 230 employees with a wide range of competencies, including user analyses and work psychology. With the numerous projects, market observations, and analyses they have carried out, they have sound expertise in technical and social, societal, and economic areas.

2.5 Focussing on the end-user experience, Drees & Sommer will implement a participatory process for our ITU new HQ workplace to gain common ground, create well-being, and guarantee an engaged workforce. The impact of the COVID-19 pandemic and its implications regarding the future ITU work environment will be analysed. Drees & Sommer will set up a change management concept integrating a series of workshops and will provide a framework involving all stakeholders (top management, middle management, staff members, and staff representatives). A communication plan will be designed and implemented together with the ITU project team.

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