

PH1_Client_Guidelines_for_REMOTE_assignments_EN

1. Request

- The Client Request has to be completed in detail, signed by the responsible person and submitted to the SEC coordinator.
- SEC experts conduct short-term **remote** consultancy assignments. Their work is of a consulting nature, rather than of a solely “executive” nature.
- The minimum length of an SEC **remote** assignment is 6 weeks; the maximum is 12 weeks.
- Experience and evaluations show that the better the tasks and goals of the expert are defined beforehand, the more successful the assignment will be.

2. Client duties

- SEC experts work voluntarily and receive no salary. They should however have no expenses either.
- The client must identify one person within the enterprise as the main contact for the expert and can answer technical issues.
- As part of the preparations before the assignment, the client must be available to answer any assignment-related questions the expert might have, in order for the expert to conduct the assignment as efficiently as possible.
- The client commits to reserve enough time to supervise and assist the expert during the **remote** assignment. The client provides and gives access to all necessary information and supporting equipment and tools.
- The client further commits to staying in regular contact with the SEC coordinator and communicating any possible problems, changes or challenges with the SEC coordinator.
- The client commits to participate in all requested progress and conclusion meetings and file the related documents accordingly.

3. Duties of the expert

- Maintain good and regular contact with the SEC coordinator and SEC Head Office.
- At the start of the assignment, establish - together with the client - a schedule of the assignment and note the priorities and possible changes in writing.
- The expert is to respect the laws, regulations and customs of the host country and refrain from any political activities.
- During the assignment, the expert is to act only in the interest of the client (contracting party of Swisscontact); this also applies to the preparation and possible follow-up of the assignment.
- Remember that the work as an expert always has an advisory nature and the implementation of the recommendations are solely the responsibility of the client: this includes the provision of recommended tools and equipment.
- The expert sorts out possible conflicts in mutual agreement and with the support of the SEC coordinator and the SEC Head Office.
- The expert is to inform SEC Head Office about any public presentations or contact with the media. (PR material can be provided.)
- Any contact with the local media in the assignment countries has to be communicated and agreed upon with the SEC coordinator beforehand.
- The expert commits to participate in and organise all requested progress and conclusion meetings and file the related documents accordingly.

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- SEC recommends that the expert provides an additional written report to the client, in which the most important recommendations are explained. Please also provide the SEC Head Office and the SEC coordinator with this report.

4. Duties of the SEC

- The SEC is responsible for approaching the best suited available expert.
- The SEC is responsible for concluding the contract with the expert.
- Close supervision and evaluation of the assignment.

5. Further conditions

- Consulting provided by the SEC expert is of advisory nature; implementation of such recommendations is the client's responsibility. The SEC Head Office assumes no liability for activities of the SEC expert.
- Swisscontact assumes no liability with regard to the activities of SEC experts.
- Cases of disagreement shall be settled amicably. If this should prove impossible, Swiss law applies and disputes shall be settled before a Zurich court of law.
- The time frame of a remote assignment is between 6-12 weeks and includes 1 one-on-one meeting of at least two hours per week between the client and expert. The additional work can be done through email exchange.
- The assignment duration of the SEC expert may be shortened or extended upon mutual agreement between the client, the expert and SEC.

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