

Dear AMCHAM members and friends,

This Newsletter sees Luxembourg continue to grapple with the twin challenges of relaunching the economy while ensuring we keep pressure on to prevent further infections from spreading.

The government has chosen a medical approach emphasizing broad testing. We in AMCHAM strongly support this approach and urge all inhabitants to likewise support the government in this regard. Identifying who is infected is absolutely essential to keep this medial situation under control.

At the same time, since Luxembourg is doing much more inspections than the surrounding countries, the result of this high degree of testing is that we are identifying more of the people who have infections which is very good. Unfortunately, this good statistic of more infected people identified because of high testing has made us look bad as compared to those countries who are testing less, with the result that Luxembourg is now being unfairly criticized by those countries which are doing less testing. This is an absolutely false narrative which we completely reject!

We believe the government approach is keeping us safer and better protected and urge them to continue with this plan approach.

To keep making positive progress to bring the medical situation under control, we urge everyone to also do their individual part and to support the government test regime while likewise maintaining the following sensible steps the government advises:

1. Whenever in contact with others wear a clean mask that covers your nose and mouth (preferably a clean and reusable cloth mask that you wash after every use)
2. Wash your hands often and likewise wash and decontaminate all surfaces in your environment frequently (including your phone, computer and other digital working equipment)
3. Maintain social distancing in your working and social interactions.

At the same time that we undertake these steps to ensure the safety and good health of people, we likewise must ensure that we continue to relaunch the economy as failure to do so will lead to economic collapse and the destruction of our way of life.

We commend the steps taken by companies and organizations large and small to safely recommence their business activities. There has been an immediate significant increase in home working and this has also allowed staggered rotating use of existing work locations by employees with respect for social distancing requirements. It also has reduced road traffic congestion and positively benefited internal working practices and communications while promoting a better work life balance. Well done all!

We are thankful that the government has made agreements with the surrounding countries from which so many of our workforce commute to be able to do this without coming under taxation from those countries and strongly urge the government to work with our partner country neighbors to continue the current income tax and social charge situation.

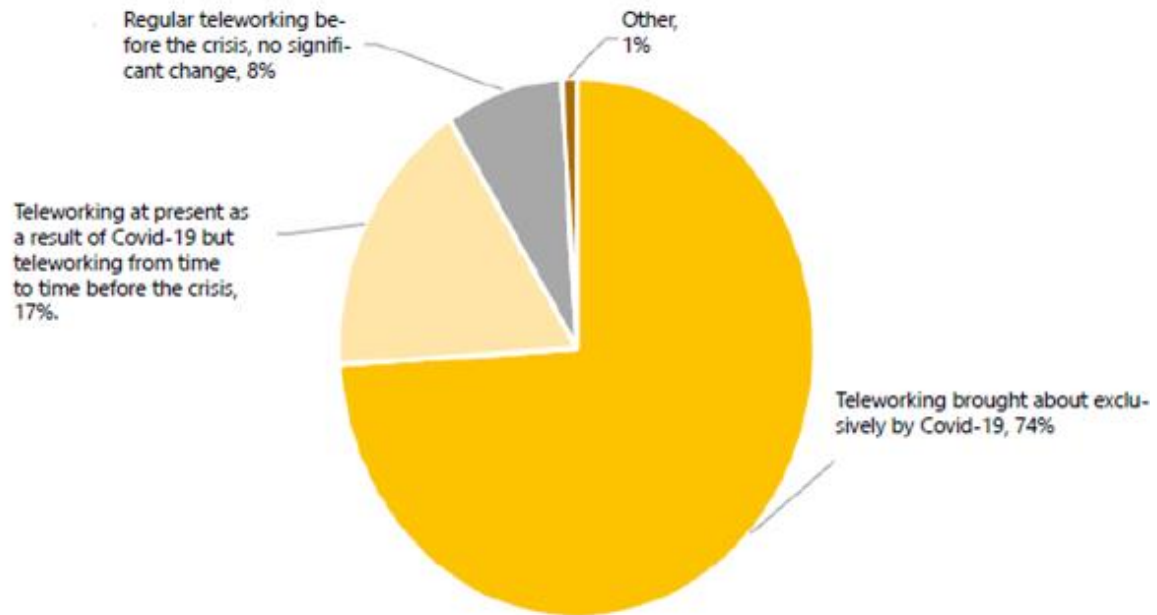
In this regard, we are very pleased in this Newsletter to provide you with an excellent article from the Ministry of Labor summarizing the current home working legal rules and a companion article of advice from one experienced homeworker which details her lessons learned and advise for successful homeworking.

We also are proud to present the results of our webinar interview with US Ambassador J Randolph Evans.

And, of course, a food recipe...

1. We would like to thank the Inspection du Travail et des Mines (ITM) for this great article from *Sarah Kneib* on *Teleworking*,

Put into place on a very large scale during the lockdown, remote working (or teleworking) is becoming, or has become again, a fashionable subject of discussion. According to a Statec study of 19 May 2020, during the Covid-19 crisis period in Luxembourg, "69% of the workforce changed over to teleworking: 48% of workers were teleworking entirely and 21% were teleworking on an alternating basis".



The Grand-Ducal Regulation of 15 March 2016 imposing a general obligation to draw up an agreement concerning the legal regime for teleworking defines telework as a form of organization and/or performance of work, using information and communication technologies within the framework of a contract of employment, so that work which could equally well have been carried out on the employer's premises is usually carried out away from those premises and more particularly in the employee's home.

The following three cumulative criteria are therefore decisive for a teleworking relationship:

1. work is performed using information and communication technologies,
2. work is performed elsewhere than on the employer's premises, more particularly in the employee's home,
3. work is performed on a regular and normal basis in this way.

In general, it can be said that the same rights and duties are applicable to the employer or teleworker as when the work is performed on the employer's premises. The same goes for occupational health and safety, work organisation and training, for example.

Here are some specific aspects:

Voluntary nature of telework

The employee and the employer freely choose the telework formula. Refusal by an employee to accept a telework proposal made by his employer does not in itself constitute a reason for termination of his employment contract.

The duties of the employer

- **Data protection:** It is the responsibility of the employer to take the necessary measures, in particular with regard to software, to ensure protection of the data used and processed by the teleworker for professional purposes. The employer is under an obligation to provide the teleworker with information about data protection and to train him to the extent necessary; in particular any restriction on the use of information-technology equipment or tools such as the Internet, the use of e-mail and penalties in the event of non-compliance.
- **Work equipment:** Before teleworking takes place at home, the employer verifies the conformity of the electrical installations and work premises. It supplies, installs and maintains the equipment necessary for teleworking. If, exceptionally, the teleworker uses his own equipment, the employer makes sure that it is appropriate and maintains it. In all cases, the employer bears the costs directly incurred by this work, in particular those relating to communications. The employer provides the teleworker with an appropriate technical-support service. The employer assumes responsibility, in accordance with the provisions in force, for the costs deriving from any loss or deterioration of the equipment and data used by the teleworker.
- The employer makes certain that measures are taken to prevent the isolation of the teleworker.
- The employer must inform the teleworker of the company's policy on occupational health and safety, in particular the requirements relating to display screens.

The duties of the teleworker

- In compliance with the limits relating to weekly and daily working hours, as well as to weekly and daily rest periods, as provided for by legislation and the applicable collective agreements, the teleworker manages the organisation of his working time in the manner laid down in the document setting out the basis for teleworking.
- The teleworker properly applies these security and confidentiality policies.

- The teleworker takes care of the equipment entrusted to him.
- In order to allow them to verify compliance with the rules relating to occupational health and safety, the employer, the safety delegate and/or the competent Luxembourg authorities have access to the place of telework by appointment.

The rights of the teleworker

- **The teleworker's entitlement to information:** In the event of a change in the employer's situation, the employer must inform the teleworker on the same basis as the other employees of the company.
- **Respect for the teleworker's private life:** The employer must respect the teleworker's private life. This implies, for example, that the employer must agree an appointment with the teleworker if he wishes to inspect the equipment made available to him.
- The teleworker is authorised to request an inspection visit.

2. 10 tips for Working from Home by our roving reporter A.G. Glen

Working from home is awesome ... that is until your significant other has a meltdown while you are on a conference call because the new puppy has peed on the carpet, or the cat walks over your keyboard while you are busy getting a cup of coffee and stomps on the delete key and you lose the last hour's work because you forgot to save it. Then of course you may also have a budding 3-year-old Picasso in the house who found some of your work files and has created masterpieces on important documents.

Now, if you're new to the work-from-home lifestyle, whether due to COVID-19 or because you've managed to find a remote-based job, you'll need to change some of your habits and routines to make working from home a success and these tips will help you make sure that you're successful, both at getting your work done and maintaining your mental well-being:

1. Get Dressed

However tempting it may be to stay in your pyjamas all day, or even one of your ratty sweat suits, this can lead to embarrassment on all sides if you have to suddenly take an urgent video conference call.

This doesn't mean you have to dress as formally as you might for work, but the simple act of dressing in "work" clothes serves as a signal that it's time to wake up and get things done. That said, you can however wear your comfy slippers.

2. Designate a Workspace or Home Office

One of the biggest challenges will be to keep your work and home lives separate. Your workspace doesn't have to be in its own room especially for those who live in small apartments. It could be simply a dedicated corner of the room set up with a desk, chair, bookcase and whatever else you will require to perform your work. Don't try and work from your bed, couch, or kitchen table as that will not be conducive to productivity. Try and make it as far away from the fridge as possible to assist with reducing the temptation to snack!

Make sure to clean and tidy your desk or office! Not just for health reasons, but because maintaining a clean and well-ordered space encourages concentration and will give a better impression of you during video calls.

You will also need to ensure important documents are not left lying around and are securely stored in a locked drawer or cupboard or office. Any confidential documents should not be thrown in the trash but should be shredded. If you don't have a document shredder at home, you could spend time cutting them up into fine strips with scissors (or give it to your kids to do!) – or wait until you return to the office to destroy them.

3. Communicate Your Expectations with Anyone who will be Home With You

If anyone else is going to be home with you (spouse, children, parents, roommates, or siblings) make sure they respect your space during work hours. Just because you're working from home – doesn't mean you're home!

Just because you are home and can let service people in the house or take care of pets or children doesn't mean the other occupants should assume you will always do it (unless you live by yourself, in which case ... you're on your own).

Establish the boundaries and when you are finished work, disconnect and give the people and pets you care about your full attention.

4. Organize Your Day and Keep Clearly Defined Working Hours

If you set out clear objectives for the day ahead, you are more likely to stay focused and hit your deadlines.

Be clear about when you are working and when you are not. You'll get your best work done and be most ready to transition back to the office if you stick with your regular hours. Also, being on the "normal" work schedule makes collaborating with your coworkers, suppliers, and customer much easier.

You have to treat yourself like an employee and hold yourself accountable while working, but you also need to recognize when it's time to put work away, recharge, and start tomorrow with a fresh mind.

5. Schedule Breaks

Know what your company's policy is on break times and take them. A lunch hour and two 15-minute breaks, or three 10-minute breaks are usually enough for you to get up and go outside for fresh air and sunlight (or rain) or do some stretching to loosen up those stressed muscles.

Don't short-change yourself during breaks, especially your lunch hour. Use the time to quickly nip to the supermarket for healthy food and snacks or to make appointments.

6. Limit Distractions

Distraction is one of the biggest challenges when working from home. Just as you may take a few breaks throughout the day at the office, it's okay to do the same at home. Taking a break to throw in a quick load of laundry is okay but don't get detoured into doing household chores like scrubbing out the oven which would take a lot more time and focus.

Keep away from social media that is not work related and checking in on the news over COVID-19 will have you burning up valuable work time as well as stressing you out. It's good to stay informed but not when it will impact on your workday.

7. Team Communication is a Crucial Factor in Success

Communication with your manager, direct reports, and colleagues is essential. Come up with a plan that lays out expectations for how often you should check in and how you'll convey any changes or new assignments to one another. Do this with anyone you usually work with collaboratively during the day.

You don't need to stick to only text-based communication. You might find it better to make contact by phone or video chat. This, of course, will cut down on any miscommunication and break up some of the social isolation.

8. Maintain a Separate Phone Number

Set up a phone number that you only use for calls with colleagues and clients. It doesn't have to be a landline or second mobile phone. It can be a free VoIP service, such as Google Voice or a Skype number.

9. Don't Forget to Socialize with Colleagues

Loneliness, disconnect, and isolation are common problems in the remote working life. It's especially intensified with COVID-19 where so many have never experienced the work from home life, and when we go out - we have to keep our social distances and avoid people as much as possible.

This is especially true for those that live on their own.

10. Be Positive

When working remote you must be positive, to the point where it may feel like you are over doing it. The less face time you have with people, the less they may know on how to interpret a quickly dashed off email message.

So, embrace the exclamation point! Find and use your favorite emoji. You're going to need them.

3. Company Culture: Best Practices for Your Best Workplace (Even During a Pandemic) *By Paul Binsfeld, president and founder of Company Nurse LLC*

COMPANY NURSE™ Because Accidents Happen™

Creating and maintaining an award-winning company culture is already no easy feat. Factor in the new challenges that the COVID-19 pandemic has inflicted on businesses across the world, and improving your organization's culture can seem like an impossible task.

But the current state of the world means your team needs you to focus on your culture more now than ever. By providing your employees with a great culture, they will return the favor with hard work and passion to help your organization succeed. Unsurprisingly, it's been found that happy employees are more likely to be high-performing employees.

My organization, Company Nurse, is an American nurse triage provider for workplace injuries and, now, screening service for COVID-19 exposures and symptoms.

We are proud of the culture that we have developed over the years and how it has grown our organization to help employees and businesses across the United States and our own team members during these difficult times.

Here are the best practices we've used to create an award-winning culture company culture and how we have been able to maintain it during a pandemic:

Remember your core values

Tensions are high around the world, and your team members are most likely under much stress. Remind your employees to navigate difficult situations with core values in mind.

At Company Nurse, we live by our core values: do the right thing, compassion for everyone, work together to work it out, driven to find solutions, and go the extra two miles.

If your core values don't support treating each other with care, it may be time to rethink your core values. *Compassion for everyone* reminds our employees to do just that.

Other core values can help your employees focus on helping your organization combat these difficult times. Our team is *driven to find solutions*, leading us to develop a new COVID-19 screening solution that has helped our organization grow.

Show you care

We made the No-Layoff Pledge, our promise to not lay off employees during the COVID-19 pandemic to do the right thing for our team members and their families, providing them with job security and peace of mind.

While not every organization is able to make such a pledge, you can still reassure your team members you are doing everything you can to protect their jobs, explain what you are doing, and continue to communicate with your team.

Provide your team with resources (financial and health) to help them navigate these difficult times. You may have resources from your Employee Assistance Program (EAP) that span from articles to webinars to counseling.

Recognize team members

Not only are your team members dealing with the stress of what's happening in the world and how it is affecting them personally, but they are most likely dealing with stress at work, working harder than ever to help your organization.

Let them know you appreciate them with a formal recognition program. Share their hard work and achievements with the rest of your organization and (if they approve) the outside world in your newsletters and on social media.

If you're looking to develop your culture with employee benefits, call Company Nurse first. As the premier **nurse triage service for workplace injuries**, we continue to perfect the process, taking care of employees, helping workplaces be more productive, and making businesses more profitable. More info here: <https://www.companynurse.com/>

4. On the 22nd July, 2020 Amcham had the honour to host a webinar with US Ambassador to Luxembourg J. Randolph Evans. Ambassador Evans had this to say afterwards " "Thank you *American Chamber of Commerce in Luxembourg (AMCHAM)*, Ambassador Stronck, and all who attended tonight's virtual webinar. It was an honor to speak on the strong Luxembourg-US relationship politically, culturally, and economically. The strong bond built fighting the world's great fights, past and present, has allowed us to grow together as leaders in finance and cutting edge technologies such as the frontier of space." -Ambassador Evans

Full webinar video

here: <https://www.youtube.com/watch?v=Zm3mdx9zxt0&feature=youtu.be>

As we ran out of time in the previous webinar, Ambassador Evans has kindly offered to do another webinar in the fall, if any of our readers have any questions they would like Ambassador Evans to address please send them to jane@amcham.lu



5. New Help for Businesses - Franz Fayot, Delano article by Thierry Labro & Delano staff

<https://delano.lu/d/detail/news/new-help-businesses/211142>

6. Amcham's future upcoming events..... *Save the Date! more details to follow in our next newsletter after the holidays*

5th October 2020 Webinar: Internet of Things [IoT]: don't let things control your life by SecurityMadeIn.lu with Pascal Steichen

6th October 2020 Webinar/live event Show me the money

21st October 2020 Brexit as an Opportunity



7. Summer Gazpacho Soup

INGREDIENTS

- 2 1/2 pounds ripe red tomatoes (about 4 large or 9 small)
- 1 small yellow onion (1/2 pound), peeled and cut into rough 1" chunks
- 1 small cucumber (1/2 pound), peeled and seeded
- 1 medium red bell pepper, cored and seeded
- 1/4 cup fresh basil leaves, plus extra for garnish
- 1 large garlic clove, peeled
- 1/4 cup extra-virgin olive oil
- 2 tablespoon sherry vinegar or red wine vinegar
- 3/4 teaspoon fine sea salt

- Freshly ground black pepper



INSTRUCTIONS

1. To prepare your veggies, place your blender bowl, a medium serving bowl, and a small bowl on the counter. Core the tomatoes and cut them into rough 1" chunks. Reserve about $\frac{1}{4}$ cup of the juicy tomato seeds and place them in your small bowl (we'll use them as a garnish later). Add half of the tomato chunks to the blender, and the other half to your serving bowl. Add all of the onion chunks to the blender.
2. Cut off about one-fourth of the cucumber. Finely chop that piece and place it in the small bowl. Slice the rest of the cucumber into rough 1" chunks, and divide them between the blender and the serving bowl. Cut off about one-fourth of the bell pepper, finely chop that piece, and add it to the small bowl. Slice the rest of the bell pepper into rough 1" chunks and divide them between the blender and the serving bowl.
3. To the blender, add the basil, garlic, olive oil, vinegar, salt and about 10 twists of black pepper. Securely fasten the lid and blend, starting on low and increasing to high speed, until the mixture is completely smooth, about 2 minutes.
4. Pour the contents of the serving bowl (the remaining chunks of tomato, cucumber and bell pepper) into the blender. Fasten the lid and blend for just 10 to 20 seconds, until the ingredients are broken up into small pieces. Stop there, or blend a little longer if you prefer smaller pieces.
5. Add a small pinch of salt to the small bowl of garnishes, stir, and store it in the fridge. Chill the soup for at least 2 hours, or up to 24 hours.
6. Before serving, taste, and add additional salt (I sometimes add another $\frac{1}{4}$ teaspoon) and/or black pepper if necessary. To serve, divide the soup into small

bowls or cups, and top with the reserved cucumber and bell pepper. Top with a few tiny or torn basil leaves and a light sprinkle of pepper. Leftover servings keep well, covered and refrigerated, for 3 to 4 days.

To compliment your summer dishes, take a watermelon, scoop out the insides, blend, strain then add crushed ice and a dash of lemon juice and put back into the watermelon skin, then refrigerate for a few hours before serving....delicious!!

Our next newsletter will be in September after the holidays!

AMCHAM offers to each of you and your families our best wishes for your health and happiness. Be strong. Stay connected with your families and friends by phone and email. Use this time wisely and productively so you come out of this crisis stronger than when you started. For all those who don't know AMCHAM yet, please find our website here: <https://www.amcham.lu> and particularly our mission statement here: <https://www.amcham.lu/about-us/mission-statement/> and how you can join AMCHAM here: <https://www.amcham.lu/membership/> If you need us, we are here and will do all we can do to help. Feel free to pass on our newsletter to your colleagues and friends and if you would like to make a contribution to our next newsletter contact jane@amcham.lu