



EUROPEAN COMMISSION
Employment, Social Affairs and Inclusion DG

Employment and Social Governance
Social dialogue

**SECTORAL SOCIAL DIALOGUE
COMMITTEE
INSURANCE**

Minutes of the working group meeting

6 June 2019

Final

Chair: Mr. Van Kerrebroeck (interim coordinator UNI Europa)

1. Adoption of the agenda and approval of the minutes of the ISSDC Plenary meeting of 15 February 2019

The agenda and minutes of the previous meeting were adopted.

2. Digitalisation / Developments on the use of Artificial Intelligence (AI)

- **Presentation of good practice examples, followed by Q&As:**
 - **Presentation by Fredrik Eriksson on *FSU Norway* project on AI and new and complex technology in the insurance sector, with a focus on employee knowledge and expectations, the development of AI, and its impact on workers and consumers [*before lunch*]**
 - **Joint presentation by Asko Mustonen (Head of Robotics) for the employer and Miikka Hyvönen (Chatbot Whisperer and Customer Advisor) for the trade union on the Robotics Programme at *If P&C Insurance Ltd (Finland)***
 - **Presentation by the European Commission on their work on AI (including April 2018 Communication, new high-level expert group, 2019 Guidelines on the ethics of AI and on emerging digital technologies) – Mr. Martin Ulbrich, DG Cnect**
- **Tour de table and initial discussions on a possible joint social partners declaration on the Impact of AI on the Sector**

Mr. Fredrik Eriksson from FormAltion AS (Norway) presented research conducted in Norway for FSU on the impact of Artificial Intelligence (AI) on the sector. An FSU member's survey and interviews with sector managers took place to assess their understanding of AI and its impact on the workplace. Mr. Eriksson presented a summary of the results (incl. potential of AI to address challenges and allow workers more creativity with fewer repetitive tasks, but ethical issues around data protection, tough competition from other digitalised services, difficulty in finding trained persons within the sector, customer trust as a priority, the need for humans to

continue to handle 'human relationship/emotional' tasks, AI leading to job cuts, etc). An exchange of views followed.

Mr. Martin Ulbrich from DG CNECT (EC) presented the Commission's approach to AI. The policy is rather recent, although AI activities have been financed for many years under the EU's research programmes. The Commission has published three communications in the course of 18 months on the topic. The Commission supports the further development of AI in Europe through coordinated action and the pooling of resources. The strategy has three dimensions: first, increasing investments to boost the EU's technological and industrial capacity as well as AI uptake across the economy; second, preparing for socio-economic changes brought about by AI; and third, ensuring an appropriate ethical and legal framework. In this framework, EU funding for AI research is proposed to be increased. The Commission has put forward a proposal to allocate 1 bn euros to AI in the context of the next multi-annual financial framework (2021-2027) and has set an overall target of 20 bn euros of investment in AI in the next decade (as agreed with the Member States). 2/3 of these investments will come from the private sector. In December 2018, the Commission, jointly with the Member States, published a communication titled "A coordinated time for AI". Mr. Ulbrich also presented the 'Digital Europe Programme' which foresees action in favour of employment. Out of a total of 9.2 bn euros, the Commission proposes to allocate 2,5 bn euros in the direction of AI support. A major activity of the Commission's policy relates to retaining AI researchers in Europe and tackling the brain drain of European researchers in favour of the US.

Further, Mr. Ulbrich also referred to the high-level group on the impact of the digital transformation on the labour market, and introduced a recent paper on the impact of AI on employment. Mr Van Kerrebroeck questioned the Commission's commitment to involving trade unions in its work as there was only one worker representative in the high-level group (ETUI). Mr Ulbrich responded that trade unions are an important stakeholder and that the Commission is reaching out to as many stakeholders as possible.

For more information, please see: <https://ec.europa.eu/digital-single-market/en/policies/75979/76175>

and http://europa.eu/rapid/press-release_IP-18-4043_en.htm

Mr. Asko Mustonen and Mr. Miika Hyvonen presented the strategy of the company 'IF Insurance' in Finland on robotics. Mr. Mustonen introduced the company. Mr. Hyvonen, who is a "customer adviser and chatbot whisperer" explained the work carried out with chatbots. Chatbots run 24/7, allowing a reduction in customer waiting time, but require maintenance and constant development. This is leading to more job creation in the field of IT though good language skills and empathy are also requirements – training is key to ensure workers have all these skills. With the introduction of chatbots, employees can focus on less repetitive tasks and on other situations that require more empathy or a less standard response.

Finally, a tour de table took place on the possibility to work on a joint statement on the impact of AI on the sector. Mr. Van Kerrebroeck introduced some possible topics for inclusion: transparency, impact on working conditions, ethics, information and consultation rights, training and up-skilling/re-skilling. The employers agree to work on a possible new text and will revert at the next meeting on the topics that can be included. The point of departure is

that AI can have a positive impact and that the social partners have a key role in its use and development. The chair suggested that the timeframe for agreeing a possible joint text is end 2020.

3. Regulatory Developments

- **Joint presentation by James Padgett (InsuranceEurope) for the employers, and Peadar Nolan (SIPTU, IE) and John Murphy (UNITE, IE) for the trade unions, on the impact of Brexit on companies and employment in the sector – followed by Q&A**
- **Tour de table on other new regulatory developments and initiatives at sectoral and company level**

Mr. Murphy and Mr. Nolan from UNITE and SIPTU Ireland respectively, presented the worker's perspective of the impact of BREXIT on the insurance/financial sector. In February 2018, the Irish government commissioned a study from Copenhagen Economics on the possible impact of BREXIT. The Irish economy is dependent in many ways on the UK, including on trade. Financial services as such are a key player in the Irish economy (8% of Ireland's GDP, compared to an EU average of 4.5%) and will see a huge impact from Brexit. What is required is to protect worker's rights and the current uncertainty around what a Brexit deal could look like, if one is even reached, is putting workers in an increasingly vulnerable situation. The European trade union movement continues to stress that workers' rights in Britain must be fully maintained after Brexit to avoid a race to the bottom and social dumping across Europe.

Mr. Padgett from Insurance Europe presented the work of his organisation on BREXIT. This covers three main axes: contract continuity and transitionals, digital issues i.e. transfer of personal data between EU/EEA and travel.

Insurance Europe has conducted a mapping study on behalf of its members. He also discussed the implications for consumers.

Ms. Hadjiantoni mentioned that the EC has set up a BREXIT preparedness centre and preparedness notices have been published, including on Insurance and transnational worker's councils.

For more information, please see: https://ec.europa.eu/info/brexit_en and

https://ec.europa.eu/info/brexit/brexit-preparedness/preparedness-notices_en#empl

4. AOB

The chair informed that the next meeting would take place on 11 September 2019.

With regard to the next meeting, the following presentations are foreseen:

- FR legislative reform on closing the gender pay gap (by Alexis Meyer)
- Possible presentation by Insurance Ireland
- Presentation by ES/unions on ILO work on equal opportunities (by Laura Martinez)

The CoJ ruling on the Spanish TU case against Deutsche Bank on working time registration and its implications were mentioned (to be followed up).



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Brussels, 06 June 2019

**SECTORAL SOCIAL DIALOGUE
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List of participants	
<u>Employers</u>	<u>Workers</u>
Mr. Hopfner (DE, co-chair)	Mr. Van Kerrebroeck (interim UNI Europa coordinator, chair)
Ms. Llorente (Insurance Europe)	Ms. Hick (UNI Europa)
Ms. Sheppard (AMICE)	Mr. Murphy (Ireland)
Ms. Yasharova (AMICE)	Mr. Nolan (IRL)
Ms. Bastien (BE)	Ms. Bates (UK)
Ms. Basti (IT)	Ms. Bourner (FR)
Mr. Demarree (BE)	Ms. Buttigieg Hili (MT)
Mr. Eriksson (NO)	Ms. Cuciniello (IT)
Ms. Koch (SE)	Ms. Darmanin (MT)
Ms. Mitta (BIPAR)	Ms. Ferreira (FR)
Mr. Padgett (Insurance Europe)	Mr. Hyvonen (speaker)
Mr. Mustonen (speaker)	Ms. Dedden (UNI Europa)
Mr. Caso (IT)	Mr Eriksson (speaker)
Ms. Goddard (AMICE)	Mr. Genre (IT)
Ms. Heiskanen (FIN)	Ms Halme (FI)
Ms. Kallonen (FIN)	Mr. Hellman (NO)
Ms. Runa (NO)	Mr. Kust (CZ)
Mr. Meyer (FR)	Ms. Lalevska (SE)
Ms. Pacheco (ES)	Mr. Leon (ES)
Mr. Pissoort (BIPAR)	Ms. Martel Gil (ES)
Mr. Pollet (Insurance Europe)	Ms. Maccio (IT)

Ms. Römelt (DE)	Ms. Pulcinella (FR) Mr. Scocca (IT) Mr. Toth (HU)
<p style="text-align: center;"><u>European Commission</u></p> <p style="text-align: center;">Ms. Hadjiantoni (DG EMPL)</p> <p style="text-align: center;">Mr. Ulbrich (DG Cnect)</p> <p style="text-align: center;">Ms. De Smet (DG EMPL)</p>	