**Telecommunications European Social Dialogue Committee
Updated Draft biannual working programme for 2020-2021**

1. General issues

- Prepare agenda topics in a way that allows for enough time for in-depth discussion
- Share best practices of companies and national social partners on topics related to social dialogue in order to provide the SDC an impulse for its work
- Improve the exchange with other sectors on key common issues of interest
- Improve the exchange with various DGs regarding topics of interest for the sector
- Ensure regular participation in and reporting back on the liaison forum
- The Social Dialogue Committee will continue discussing an opening of the committee towards other employer associations and discuss the possibility of enlarging its scope.

2. Health, Safety and quality of life at work

- Presentation of good practices from companies and social partners which want to be quoted as an example
- Follow-up and implementation of the GWGH II project on mental health in the ICT sector
- Exchanges on Health & Safety policies and issues
- Possible participation in a cross-sectoral EU project on the guidelines on third party violence and focussing on their implementation in the sector

3. Skills and Training

- Organisation of the DUFA project on digital skills and diversity
- Follow up on the progress of the FITS project and results, especially on the future skills and training needs in the ICT sector to anticipate change and the training plans based on the project's outcome.
- Presentation on several agreements or solutions concerning Internal training and outcomes
- Discussion of active ageing in the ICT sector and search for possible measures
- Follow up on declaration on gender equality and how to attract more women into ICT; monitor recent company initiatives on the topic
- Discussion of diversity initiatives and best practice examples
- Continue involvement in the Digital Skills and Jobs Coalition

4. Digitisation and impact on culture, way of working and Management

- Discussion around how new technologies (social networks, tablets, smartphone, new tools & processes) will impact the functioning of companies (communication, management, work organisation such as work life balance…)
- Discussion on new forms of work (mobile work, crowd working etc.); specific aspects for the telecom sector and sharing best practices, e.g. the right to disconnect
- Address the impact of robotization and AI on the workforce and work organisation in the sector
- Preparation of a joint declaration on AI
- Accompany the development of 5G implementation and its impact at company level and the world of work

5. Quality of services and quality of work

- Open discussion around links between quality of work, quality of services and economic performance (e.g. call centres, outsourcing, working conditions, etc.)

6. Follow up of the Representativeness study in the ICT sector

7. Information from the European Commission
- Invite DG Connect on a regular basis to provide the SDC with information and updates on regulatory development with social and employment impact on the sector; e.g. the pillar of social rights, AI etc.
- Participate in the impact assessment of relevant regulation
- Invite the Commission for an update on the European Pillar of Social Rights and its dissemination and implementation