



**EUROPEAN COMMISSION**  
EMPLOYMENT AND SOCIAL AFFAIRS DG

Adaptability, Social Dialogue and Social Rights  
**F1 : Social dialogue, industrial relations and adaptation to change**

**MINUTES OF THE PLENARY MEETING OF THE  
TELECOMS SOCIAL DIALOGUE COMMITTEE, 04.06.2007**

**Chair:** Mr. Niels-Erik Tulstrup

**In attendance:**

**UNI-EUROPA**

ALVAREZ  
ANDERSON  
CASERMEIRO  
DA SILVA  
GONZALVES  
GUILLOT  
IGLESIAS  
IRONSIDE  
MUNIADAS  
SOLLI  
WESTMAN BERITH

INMACULADA  
NEIL  
JOSE MANUEL  
MANUEL  
MANUEL  
DANIEL  
CARMEN  
SAM  
JOSE MIGUEL  
ARE

**ETNO**

FARMAKIS  
FERNGREN  
GROPP  
GUNBY  
IHM  
IZQUIERDO SANZ  
KOUTRAS  
LITCHFIELD  
LYONS  
MACHILSEN  
MORRIS  
PECHLIVANIDOU  
SILVA  
TULSTRUP  
VALJAS  
VAN CROMBRUGGE  
VILKMAN

NIKOLAOS  
BITTE  
ROLAND  
CLIVE  
ERWIN  
BELEN  
PANAYOTIS  
PAUL  
JOHN  
ANN  
MARC  
KATERINA  
LUIS  
NIELS  
OIE  
JAN  
KARI

The draft agenda of the meeting is adopted.

**1. Enlargement - Presentation of state of play of enlargement project**

Sam Ironside (SI) presents the enlargement project submitted to the Commission. The goal of the project is to improve the involvement of social partners from the new member States in the European Social Dialogue Committee of telecommunications. The main component of the project will be a conference that will take place in Warsaw in December. This conference will mirror a plenary session and the major working groups will be reproduced. The conference will last one and a half days:

- Day 1 will be devoted to travel (in the morning) and to separated preparatory meetings in order to update social partners from the NMS, have them involved and deliver practical information.
- Day 2 will be a full day work, including an overview of the ground covered during the last years by the SDC, and an update of the work of all working groups.

There will be reimbursements for 54 participants, 2 from each Member State. Also, before the Warsaw conference there will be two small meetings in Sofia and Bucharest in order to meet national social partners and have them also involved in this project.

Social partners discuss about different elements of the conference: importance to listen to social partners from the NMS, need to highlight that the SDC is a forum for discussion and that social partners sometimes do not agree, importance to have a session on health and safety and a reference to the MSD guidelines.

It is **agreed** to establish an enlargement sub group (format 2+2) which will have the responsibility to contacting social partners in the NMS and Candidate Countries, follow up invitations etc.

**2.a Work Organisation - Presentation of the SINTTAV Mobility Conference (Lisbon, 26th and 27th January 2007)**

Manuel Gonçalves (MG) debriefs on the conference. In the context of the European Year of Mobility (2006), the conference intended to address this topic from the sectoral and geographic perspectives. The conference was a success in terms of organisation and contents, with social partners from 14 countries represented. Discussions highlighted the importance of validation of skills and training to facilitate mobility. There was also debate around the question of which conditions should apply to delocalised work: those of the origin countries, or the destination countries? Follow up could be structured around some of the topics raised.

**2.b Work Organisation - State of play of Diversity Project, and dissemination of resulting brochure with good practices collected**

SI presents the outcome of the diversity project (brochure on "Diversity at Work", attached as **Annex I**) on behalf of Leo de Becker. 15 companies contributed with their case studies on the different areas targeted (gender, religion, age, race, and other factors of discrimination). The core of the brochure is to underline the business case for diversity through the different good practices presented. The brochure is also available in Polish and Czech to facilitate dissemination in the NMS. Social partners **agree** that the project should be presented in Warsaw and that discussion should take place at the conference on the future of the Diversity working group.

**2.c Work Organisation - State of play of follow-up of the Customer Contact Centre Charter**

Some years after the adoption of the Guidelines for Customer Contact Centres (**attached as Annex II**), a questionnaire (**attached as Annex III**) has been prepared and disseminated to follow-up their implementation. Niels Erik Tulstrup (NET) reports on the number of responses received to the questionnaire and explains that he will prepare a report to be available after the summer, on the basis of responses received so far. Social partners **agree** to set a deadline for companies that have not responded yet to the questionnaire (1<sup>st</sup> of July) and to prepare a proper analysis and summary to be available for the Warsaw conference. It is also **agreed** that discussion should take place in order to learn from the process and improve follow-up exercises in the future.

**2.d Work Organisation – Presentation of the state of play of preparation of the joint CSR document**

NET explains that for ETNO this is a difficult question to handle as there are several stakeholders involved. A first draft of a joint statement, prepared by ETNO, is distributed (**attached as Annex IV**). NET presents the document explaining that it is an invitation for dialogue and discussion, and that ETNO reserves itself the right to make changes to it, as the discussion develops. The document is largely based on ETNO's sustainability charter. It is agreed that UNI will provide written comments that will be revised by ETNO. A small working group meeting will take place then to study how to integrate comments in the text, the objective being to complete a final version before the Warsaw conference.

**3.a Health and Safety – Preliminary analysis of the impact / application of the MSD guidelines, on the basis of questionnaire prepared and answers received, with the purpose of preparing a follow-up report**

Paul Litchfield (PL) explains that the project concluded in 2005 by the Telecoms European social partners resulted in the preparation of guidelines for the prevention of MSD (**attached as Annex V**). The intention of the ongoing work of this working group is to assess which

effect these guidelines had. For this purpose, the questionnaire sent to interested parties (attached as Annex VI) addresses three key questions: their awareness on this subject, the usefulness of the guidelines (both in relation with general information on MSD and in relation with information specific for this industry), and the impact of the guidelines. The questionnaire also included an invitation to send examples of good practices. The results (responses from 8 companies received so far) are presented in as a Power Point (attached as Annex VII). Language of the guidelines is a major issue: Telefonica and Telnor social partners are translating themselves the guidelines into Spanish and Norwegian respectively, which is very useful for better dissemination.

Some debate takes place in ETNO on how to deal with subsidiary companies – it is finally clarified that if a larger company has geographically distinct subsidiaries, they should send separate answers, whereas if they work on an integrated basis, it should be the same responses.

Social partners agree that 8 responses is still a low rate and engage to encourage their colleagues to respond. Also, companies who responded are located in Western Europe: focus needs to be put in responses from the new member States. It will also be very important to encourage responses from companies dealing with service technicians. The questionnaire will be sent again so that responses are received during the coming months in order to have the results ready for the Warsaw conference in December.

### **3.b Health and Safety – Presentation of joint contribution to the Commission consultation on MSD phase II**

SI presents the context of the consultation and the joint contribution made by the social partners (attached as Annex VIII). The Commission representative refers to the Liaison Forum, which will take place on 27 June in Brussels, and will focus on health and safety at work. The Forum will be a good occasion for social partners in the telecoms SDC to exchange views on health and safety issues with colleagues from other sectors.

## **4. Regulation - State of play of joint declaration from the Social Dialogue Committee on the employment impact on the proposed regulatory framework for electronic communications networks and services**

NET explains that ETNO has received from UNI a proposal for a joint statement (attached as Annex IX) in the area of regulation and that, even if ETNO is willing to engage in a dialogue on the social impact of regulation, it is not possible for them at the moment to negotiate a joint statement on regulatory issues. UNI representatives express their disappointment as their goal was to make sure that the Commission takes into account the social impact of the regulatory initiative. UNI's proposal was based on ETNO's own statement on regulatory issues. ETNO representatives explain that the initiative needs to be discussed internally at ETNO before any further progress can be made.

## **5. AOB**

Social partners agree with the Commission that a small meeting will take place before the summer break in order to discuss skills and training issues and possibly progress in relation with CSR. Communication will take place by email in the next days to confirm dates and draft agenda.

*FORTHCOMING MEETINGS: 2<sup>nd</sup> October (WG), 13<sup>th</sup> December (PL)*