



European Social Dialogue Committee for the postal sector Work Programme 2020-2021

1) Postal Sector Evolution (PSE) Working Group

Implementation of the project “Trend research for the postal sector in 2030” and new funding demand in 2020

In accordance with its mandate, the PSE working group will continue monitoring the main evolutions in the sector. The implementation of the project “Trend research for the postal sector in 2030”, finalised in 2019, will continuously be pursued in 2020. The main objective of this project was to engage a prospective study between European social partners to elaborate jointly 3 to 5 scenarios on the future of the postal sector, especially from a social perspective. The analysis has questioned how the main evolutions in economy, technology, environment and society will impact the postal sector in terms of organizational structure, working environment, culture and competencies as well as HR practices. In this framework, one of the main questions under study was “what will be the postman/woman of the future”.

The final project results have been presented during a Final Conference in June 2019 with a wider audience and participation of some high-level stakeholders. The time was dedicated to bringing each scenario to life and to helping social partners and expert participants to reflect and exchange on the potential consequences of each of the scenarios on the postal sector. The SDC will continue to jointly submit the outcomes to the European Commission, DG Employment to bring thoughts on the evolution of work in the sector, and DG GROW to input into the ongoing discussions on the future of the postal services sector (Review of the Postal Services Directive). This will continuously be done through bilateral meetings between the European social partner representatives and the Commission services. Project results are also fed into the next funding call of proposal in 2020.

Under the 2020 funding call, the SDC would like to build on the results from “Trend research for the postal sector in 2030” and focus on the potential impact of future scenarios on a specific target population to analyse the evolution of specific occupational profiles and their work environment. The specific occupational profiles will be determined jointly by social partners. The project will seek to address risks, opportunities and operational consequences within each of the developed scenarios. This would allow the social partners to come to a more tangible understanding of the future needs of employees and their environments in the sector.

2) Training and Health & Safety Working Group

Finalisation of the project “Promoting European Social Dialogue in the postal sector in an enlarged Europe” and publication of a Joint Declaration on Training in the digital Era

The implementation of the EC funded project: “Promoting European Social Dialogue in the postal sector in an enlarged Europe” ended in the first quarter of 2019. The project engaged capacity-building activities to raise awareness about the SDC for the postal sector. It disseminated its rules of work, activities, and outcomes



while spreading the opportunities for the members of the postal SDC, in particular but not exclusively, in Central and Eastern Europe.

The Project' Report publication and circulation amongst the main European stakeholders has concluded the 2-year period of the initiative's implementation. In 2019 the "Training, Health & Safety" working group has jointly finalised and adopted a Joint Declaration on "Training in the Digital Era", including the main conclusions of the project underlining the role of digitalization on postal sector' training activities and on work environment.

Implementation of the project "Postal Skills and Work Environment in the Digital Era" (2020/2021)

In 2019 the funding call for the project "Postal Skills and Work Environment in the Digital Era" under the auspices of the Training and Health & Safety Working Group has been granted by the European Commission for a timeframe of 24 months, combining the last projects' results and the ongoing PSE project. The SDC will pursue social dialogue capacity-building activities with a strong focus both on the digitalisation of the sector, investigating the skills required in terms of training and re-training and on the impact of digitalisation on work organisation and environment.

This project will have two main areas of analysis. The first one will primarily focus on future digital skills required in the postal sector. With the support of external consultants, the project will identify key occupational profiles for the postal sector to match digital skills acquisition programmes (training and re-training) with specific skills needs. The Project Steering Group will be tasked to identify the occupational profiles and determine how the needed digital skills would be investigated. As such, this project aims at mapping needed occupational profiles in the postal sector for the future and at matching digital and non-digital skills needs illustrating requirements of training/re-training programmes to support these jobs in the future. The aim is to develop a distinct tool consisting in a Skills Reference Framework that could help Social Partners in identifying Skills and good practices.

Another topic of equal importance for this project is to analyse the opportunities for employees of working in a digitally developed environment (technology/robots etc.) and the impact the digitalisation of their occupational profiles has on their working conditions. Emphasis will be placed on the health aspects of postal work and the impact that technology has had or will have on their working environment. This will offer a better understanding to social partners of how employees can benefit from technology and to also understand the risks associated with the digital transformation of the identified occupational profiles.

The project is divided in three phases over the years 2020 and 2021:

1. Preparatory phase, focusing on the selection of the external consultant and the elaboration of a data gathering methodology
2. Surveying of social partners and staging of seminars, including the distribution of a questionnaire among the SDC members and the organisation of 3 seminars focusing on different job categories (back office postal operations, delivery of postal items, post offices networks)
3. Final Conference and results dissemination, bringing together the outputs of the seminars into one compiled skills reference framework and working environment report to be presented at the final conference.



The project will be conducted in accordance with the objectives set out in the Agenda for Jobs, Growth, Fairness and Democratic Change and the Commission Work Programmes, as well as the Commission's Communication "A Digital Single Market Strategy for Europe". Moreover, it will take into consideration the published Application Report on the application of the Postal Services Directive (Directive 97/67/EC as amended by Directive 2002/39/EC and 2008/6/EC), the "Final report of the high-level expert group on the impact of the digital transformation on EU Labour Markets (2019)", the new "Skills Agenda for Europe" and the "Communication on digitising European industry".

3.) Other SDC initiatives

This could consist of regulatory and legislative discussions that affect the sector including: discussions on the implementation of the Regulation on cross-border parcel delivery services; follow-up of the two Studies commissioned by the EC on the postal sector (Main Developments Study, and WIK Parcels Study); relevant ERGP Report and opinion of the Review of the Regulatory Postal Framework and ERGP Study on User needs' evolution; preparatory discussions on the adoption of the Application Report expected for 2020. In 2019, the social partners agreed and signed a joint contribution towards the potential revision of the Postal Services Directive on request of DG GROW, recognising that the universal service is the core of the European regulatory framework for postal services.

To encourage and promote social dialogue within the postal and allied services sector and to contribute to the development of jobs and to the improvement of working conditions of those working in this sector, the SDC will seek to organise, with the assistance of the Commission services, joint Thematic Workshops with other established and relevant for its work Sectoral Social Dialogue Committees, notably regarding e-Commerce and Logistics, throughout 2020 and 2021.

To enable the concrete follow-up of joint declarations adopted by the SDC, PostEurop, UNI Europa Post & Logistics and CESI will develop internally a communication strategy encouraging the participation of their respective memberships to SDC meetings and activities. The SDC will also take stock of and reflect on good practices on the communication of jointly adopted documents. The SDC anticipates social change in the sector through the collection of social regulation frameworks, by following the main social evolutions in the sector, through supporting change management and by monitoring the continued provision of universal postal services. This activity reinforces social dialogue within the SDC offering the social partners the possibility of collecting and exchanging studies, analysis and concrete examples of activities. This capacity-building role of the SDC will be pursued, notably through the implementation of the SDC projects.

Furthermore, the SDC could consider proposals made by its members on the feasibility to engage a reflection on a label shared among employers and postal trade unions for the delivery of postal items. This discussion should take into consideration comparable initiatives in other sectors, possible positive effects and costs of such a potential initiative.