



Brussels, 23 September 2019

## **Sectoral Social Dialogue Committee on Telecommunications**

### **Working group meeting, 23 September 2019**

#### Minutes

*Interpretation was provided in: EN, EL, FR, POR, POL, HRV*

The meeting was chaired by Mr. Silva (employers).

#### **1. Adoption of the agenda**

The agenda was adopted

#### **2. Adoption of the minutes of the last meeting (23/05/2019)**

The minutes were adopted following a small correction in the participants' list for the workers delegation.

#### **3. Update on DUFA**

Ms. Dedden updated the group on the application for a joint project on digital upskilling. A request for EU co-financing has been submitted and news are awaited. The project, if approved, will have a duration of 2 years with several roundtables. There are thoughts to enlarge participation to the ICT sector for some of the events. Ms. Dedden recalled that the social partners in telecoms signed a pledge two years ago as members of the Digital Skills Coalition.

#### **4. GWGH II reporting: updates from SDC members**

The social partners reported on progress in implementing and disseminating the results of the last good work, good health project. The following companies presented on the employer's side:

- Altice Portugal: dissemination externally to two networks (business forum for equality and Portuguese charter for diversity newsletter); internal dissemination i.e. to H&S commission; survey carried out on psychosocial risks amongst workers in March 2019)
- Deutsche Telekom AG: responsibility of the H&S departments and its sub teams, info shared from headquarters to the sub-teams
- BT: presentation at UK union conference; presentation at global conference of doctors in London; presentation at GOSH conference; in addition ETNO website was updated and info was broadcasted on social media; Feedback was provided to all internal participants of the project; presented and discussed at BT wellbeing leads and BT HSW CoE.

-Telefonica: externally presented the guidelines to industry group in the UK (Mast & Towers association industry forum).

The following unions presented:

-CWU/ IRL: a meeting with the employers took place to discuss the document. The presentation and the guidelines were distributed. Discussions took place within the national health committee. The employers have set-up a well-being programme.

-Unionen/SE: dissemination to all members

Further, Ms. Dedden and Mr. Gillet presented the guidelines at the liaison forum for SSDCs in Brussels (spring).

Mr. Gillet reiterated the successful outcome of the project and the high interest by companies. It was discussed that the next steps should include a way to measure the impact of the project. Tools should be developed jointly. The suggested structure for reporting at the next meeting is: a) how many persons have been reached by the dissemination efforts, b) what has been the impact of the project at the national/company level.

## **5. Future of work project in the Finnish ICT-sector**

Mr. Mäkelä from the trade union ‘‘PRO’’ presented the joint project of the Finnish unions and employers (‘‘Palta’’). He explained the objectives of the project, which inter alia focuses on achieving a well-functioning social dialogue in the ICT sector in Finland. Workshops were conducted on the topic of the future of work. A survey also took place amongst employers and employees on the most important skills for the future (observations presented).

## **6. EUROFOUND presentation on representativeness study**

Mr. Kerckhofs from EUROFOUND, the EU agency responsible for research on the improvement of living and working conditions presented the key results of the draft representativeness study in Telecoms and ICT. He explained the mandate received by the European Commission and the reasoning behind the study, the methodology used and the main results at national and European level.

At EU level, the following was observed:

- UNI Europa represents trade unions in 28 MS
- ETNO is representative for the largest Telecom companies in 26 MS (not in CZ and EE\*)
- European DIGITAL SME Alliance is a network of ICT SMEs, organising 15 EO from 10 EU MS in 2018 and 16 EO from 11 MS in 2019
- Digital Europe represents business interests of 24 EO in 22 MS, and in 9MS both in ICT and Telecom, while its focus is on the ICT sector

A question and answers session followed, with comments focusing on the methodology and the results at national level. UK, DE, FR have the largest workforce in the sector of ICT & Telecoms.

With regard to ETNO’s presence in Estonia, Mr. Gillet specified that presence is ensured under the umbrella of Telia Estonia. It was not clear whether the mother company could commit and engage fully on behalf of its subsidiaries. For Germany, it was stated that the

German mother company has some control over its subsidiaries. On call centres, Ms. Dedden mentioned that UNI Europa was in favour of incorporating call centres in the study, but a compromise was reached thus covering call centres only operating in the ICT and telecoms sector.

Mr Gillet thanked EUROFOUND for the work carried out and which shows trends for the sector. The findings can be used for improvement (lessons to learn).

The report is now in editing and will be published by the end of the year<sup>1</sup>.

## **7. OSHA tool on third party violence – discussion on possible follow-up**

A discussion took place on whether efforts should be undertaken to develop an OIRA tool for the telecoms sector. It was highlighted that the guidelines would require work in order to be adapted to the sector. The guidelines would be more relevant for some sub-sectors than for others. The exchange of best practices could be useful.

It was agreed that this would be revisited once there was a response from the European Commission on the DUFA project.

## **8. Discussion on enlargement of SD committee**

This point followed the discussion under point 6 of the agenda. It was agreed that efforts will continue to attract more members to the committee, both from ETNO companies and beyond (observer status). Telia should be attending. Work will continue on the identification of key persons to contact. The work programme for 2020-21 could be used to attract more interest in the committee's work.

## **9. Discussion on a possible declaration on AI**

The possibility of working on a new joint statement on AI was discussed. UNI Europa may be elaborating a position paper on this topic. Internal discussions are ongoing and other sectors i.e., finance, are discussing draft positions. The areas of focus should be identified. Following the identification of 3-4 key topics, discussions will follow, and if there is consensus, a joint outcome may be agreed.

A person from the ETNO working group on AI will be invited to the next meeting to present. UNI Europa has an internal working group on AI. Its Finnish member has also worked on AI recently. It was highlighted that a common understanding and definition of AI should firstly be agreed. Information could also be sought from the EC.

Ms. Lejeune To expressed the view that a joint statement is positive as it would set the framework, but specific action to guarantee the rights of workers in the future world of work is necessary. Possible topics could include the overall societal impact from AI (just transitions), changes in employment conditions, training/skills, data collection and management, and the use of productivity gains from the use of AI etc.

ETNO is conducting a study and its results will be shared at the next meeting.

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<sup>1</sup> <https://www.eurofound.europa.eu/observatories/eurwork/representativeness-stud>

## **10. AOB**

A work programme for 2020-2021 should be developed and agreed. The secretariats will work on drafts, to be circulated to the two delegations for written comments. The next work programme can be adopted at the first meeting of 2020.

Ms. Dedden informed the group about the European Commission's public consultation on its Digital Europe programme. UNI Europa is considering sending a contribution. Ms. Dedden highlighted that further consideration should be given by DG Cnect to the role of social partners, especially with regard to digital skills. The DUFA project will bring useful inputs.

The dates of the 2020 meetings will be decided in the autumn and communicated in written. The general timeframe is for the three meetings to take place as follows: Jan/Feb, end May, beginning December.

Mr. Gillet announced that the ETNO delegation would like to speak about 5G at the next meeting. Experts from ETNO may attend to present studies on the topic. UNI Europa agreed with the proposal.

The chair announced that the presiding of the SSDC should now pass to the UNI Europa delegation in accordance with the rules of procedure of the committee. UNI Europa will discuss internally and revert with a proposal.

## Participants list

Plenary meeting, 23<sup>rd</sup> September 2019

<b><u>Employers (9: 6♂ 3♀)</u></b>	<b><u>Workers (16: 13♂ 3♀)</u></b>
<b>ETNO</b> Mr. Silva (PT) chair Mr. Gillet (ETNO) Ms. Meunier (ETNO) Ms. Vicente (PT) Mr. Caddis (UK) Ms. Lelong –Nakhle (FR) Mr. Matioschat (DE) Mr. Mrozowski (UK) Mr. Bruchier (FIN)	<b>Uniglobalunion</b> Ms. Dedden (UNI Europa) Mr. Colaço (PT) Mr. Goncalves (PT) Mr. Mäkelä (FI) Mr. Katsaros (GR) Ms. Lejeune To (FR) Mr. Hofmeister (AT) Mr. McAardle (IE) Mr. Katsiamakis (EL) Mr. Vanek (HR) Ms. Kaugurs (EE) Mr. Verderio (IT) Mr. Carvalho (PT) Mr. Faellman (SE) Mr. Hovland (NO) Mr. Mickiewicz (PL)
<b><u>European Commission</u></b> Ms. Hadjiantoni (DG EMPL) Ms. Milo (DG EMPL)	
<b><u>Eurofound</u></b> Mr. Kerckhofs	