

# **Telecommunications European Social Dialogue Committee**

## **Draft biannual working programme for 2014-2015**

### **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 others sectors on key common issues of interest
- Improve the exchange with the DG education concerning training issues towards the FITS project
- Ensure regular participation in and reporting back on the liaison forum
- The Social Dialogue Committee will continue to discuss an opening of the committee towards other operators.

### **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 : in particular as regards the follow up and implementation of the GWGH project
- Exchanges on Health & Safety policies and issues (new EU directive 2013/35/EU on the exposure of workers to EMR, occupational Health & safety management systems...)

### **3. Skills and Training**

- 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
- Debate on gender equality and how to attract more women into ICT

### **4. Digitalisation 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 telework; specific aspects for the telecom sector and sharing best practices

## **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 Information from the European Commission**

- Invite other DGs on a regular basis to provide the SDC with information and updates on regulatory development with social and employment impact on the sector.
- Participate in the impact assessment of relevant regulation