SDC PROJECT
“PROMOTING EUROPEAN SOCIAL DIALOGUE IN THE POSTAL SECTOR IN AN ENLARGED EUROPE”

TRAINING HEALTH AND SAFETY WORKING GROUP

Final conference, Brussels, 3rd December 2018
Training Health and Safety CSR working Group

• Analyze the role of training or re-training measures and programs in:
  ➢ Strengthening motivation
  ➢ Managing diversity and providing equal opportunities
  ➢ Promoting well-being and health of employees

As a result National Postal Operators

➢ Improve flexibility
➢ Develop best practices
➢ Support strategies for cultural transformational
Training Health and Safety CSR working Group

- The Training, Health & Safety working group of the postal SDC is composed both by companies and trade unions representatives

- Under projects conducted by the Training Health and Safety CSR working group four Joint Declarations
  - On Training and Skills development in the Postal Sector (June 2006)
  - On Accident Prevention in the Postal Sector
  - On Matching Skills and Jobs in the European Postal Sector (November 2014)
  - On Demographic change in the European Postal Sector (July 2015)
Project’s Main Information

Project’s evolution

“Matching skills and jobs” (2012 – 2013)
- Discovering how to match old and new jobs with old and new skills. Starting point debate on e-commerce and digital services

- Impact of digital revolution and digital transformation on postal activities.
- Listening sessions on work organisation in retail, parcel and sorting and social regulatory measures and CLAs to support sustainable transformation.

“Mobilizing Social Partners in a new context” (2015 – 2016)
- Identify main aspects of CLAs in shaping the operators social transformation.
Main elements of the project

- **Starting phase**: Funding for the project proposal has been signed off by European commission in January 2017.

- **Project Management**: UNI Europa post & logistics

- **Duration of the project**: 24 months (Jan. 2017 – Jan. 2019) split in three phases
  1. Preparation and circulation of an extended questionnaire to employers and unions
  2. Staging of regional seminars: September 2017, Eastern seminar, Prague
     January 2018, Baltic seminar, Vilnius
     May 2018, Candidate country seminar, Athens
  3. Presentation of final project report and conference in Brussels (December 2018)
Project “Promoting Social Dialogue”

Project’s main objectives

• To get first-hand information on how postal operators and trade unions manage to support the increased digitalization of their organizations with impacts on jobs and competences, on work organization as well as on training needs and methods.

• Better understanding on the programs of digital transformation put in place within companies in terms of training, re-training and cultural evolution. In this framework, the acquisition of digital skills and new jobs will be a key area.

• Impact of the digital tools and new technologies on the work organization. The opportunities that the digital economy represents in terms of development of e-commerce activities, in particular the parcels.

• In this framework the e-learning module Post my MOOC (digital training) on e-commerce and new services was presented as an output of the “Mobilizing Social Partners in a new context” project.

• Capacity-building activities to raise awareness and disseminate the work of the postal services social dialogue committee, in particular but not exclusively, in Central and Eastern Europe.
Main areas of study: Regional seminars

- Project focusing in three topics:
  1. The role of the SDC for social partners
     - Disseminate SDC Joint declarations and set examples of how to integrate at national CLAs.
  2. Impact of digitalization
     - Analyze the stages of operational transformation and workplace diversification from e-commerce and e-services perspective amongst social partners.
  3. Digitalization and training strategies in social partners
     - Defining respective training and retraining practices for promoting transformation.

- First hand data collection through an extended questionnaire
  - Answers from 17 postal companies from 17 countries.
  - Answers from 14 unions from 12 countries.
## Overview - Answered Questionnaires

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<tr>
<th>Country</th>
<th>Postal Company (total 17)</th>
<th>Union (total 14)</th>
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<td><strong>Eastern Seminar</strong></td>
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<td>Trade Union Federation of communications</td>
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<td><strong>Candidate Country Seminar</strong></td>
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<td>CROATIAN POST Inc.; MIPS d.o.o.</td>
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<td>Cyprus + Malta</td>
<td>Cyprus Post</td>
<td>PASYDY UPEP</td>
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*Questionnaire handed in after deadline, will be included in analysis for the next seminar*
Regional Seminars

• Three successful regional seminars in Prague, Vilnius and Athens

• A good level of participation:
  - 106 participants from 25 countries in three workshops

• A variety of presentations based on the study’s field of research
  - Transversal presentations on European Social Dialogue by the project’s steering committee and a representative of DG employment Social Dialogue unit, EC
  - Presentation of national case studies by companies and trade union representatives
Project’s main findings
Topic 1 : The role of Social Dialogue

• Social dialogue as a key tool for anticipating major evolutions and contribute to the European regulation of the postal sector.
  - NPOs and Unions have a common understanding on the role of social dialogue Committee.
  - Social partners have managed to establish an excellent platform of exchange of good practices on social issues and further collaborate with other sectors to cover important aspects.
  - Social dialogue Committee has become a recognized stakeholder in the postal sector.
  - In this framework a collection of the 10 best practices of the Committee was circulated amongst the participants as tool to further spread the knowledge of the SDC.

• Service and customer orientation as well as work life balance are priority issues for employers and trade unions.
Topic 1: The role of Social Dialogue

- The level of implementation of Joint declarations in NPO’s differs significantly between the EU member states.

  - Joint declaration’s context integrated in best practices, collective labour agreements or joint statements.
Topic 2: Impact of digitalization

- These levers are non-exhaustive.
- Postal operators are at different levels of transformation as regards the impact of digitalization.
- NPO’s are aware that digitalization is a major issue for the sector.
Main conclusions

• **New digital services**: important increase in new digital services
  - Mainly via online platforms (Post, financial services), Mobile apps, Digital documents, e-government documents.

• **Technical Upgrades**: implementation of a number of technical upgrades
  - Track and trace options and the provision of new devices (PDAs and changes in infrastructures, data bases).

• **E-commerce strategic activities**: led to re-organisation of mail towards parcels
  - Adjust networks and processes, create new parcels divisions, acquire parcel subsidiaries or new corporate partnerships.

• **Working conditions**: digitalization impacted working conditions to different degrees
  - Shift of personnel from mail to parcels, change of role profiles, changes in delivery times, adaptive flexibility in terms of working time requirements.
Topic 3 : Digitalization and training strategies

- Most companies do not have at the time a redeployment strategy for postal workers to specialize in parcel delivery and digital services.

- A growing demand for training and re-training programs: NPO’s develop dedicated training programs on IT/computer skills and on new digital services.
Topic 3: Digitalization and training strategies

- Besides internal training which is the core of upgrading employee skills, NPO’s have developed other approaches on training procedure to stand as comprehensive in the process of upskilling employees:
  - Scouting for internal digital competences
  - Tailor made digital programs
  - Involvement of employees in developing digital services
  - Cooperation with external training experts
Topic 3 : Digitalization and training strategies

- The project also showed that it is possible to have “classic” training programs provided together with “new” training methodologies.
  - NPO’s are engaged in scenario planning on market conditions and social evolutions in order to prepare training and re-training programs on a more digital base to support new products and services.
  - There is a need to develop new competences through training and re-training of existing employees in a lifelong learning perspective.

- Employers and unions agree on top 2 required future skills – flexibility in service delivery and customer orientation
Thank you!!!