

Sustainability and Employment

The experience of the Sectoral Social Dialogue

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Index

- **Sustainability means responsibility**
- **Sectoral Social Dialogue**
- **Telecoms Social Dialogue:**
 - Partners
 - Structure
 - How it works
 - Output
 - Work in progress
 - CSR: an issue for social dialogue?
 - Evaluation

Sustainability means Responsibility

- Sustainability implies responsibility towards stakeholders
- In HR management, responsibility towards: employees, work councils, trade unions
- ETNO member companies are champions of quality labour relations:
 - in the countries where they operate
 - at European level, through Sectoral Social Dialogue

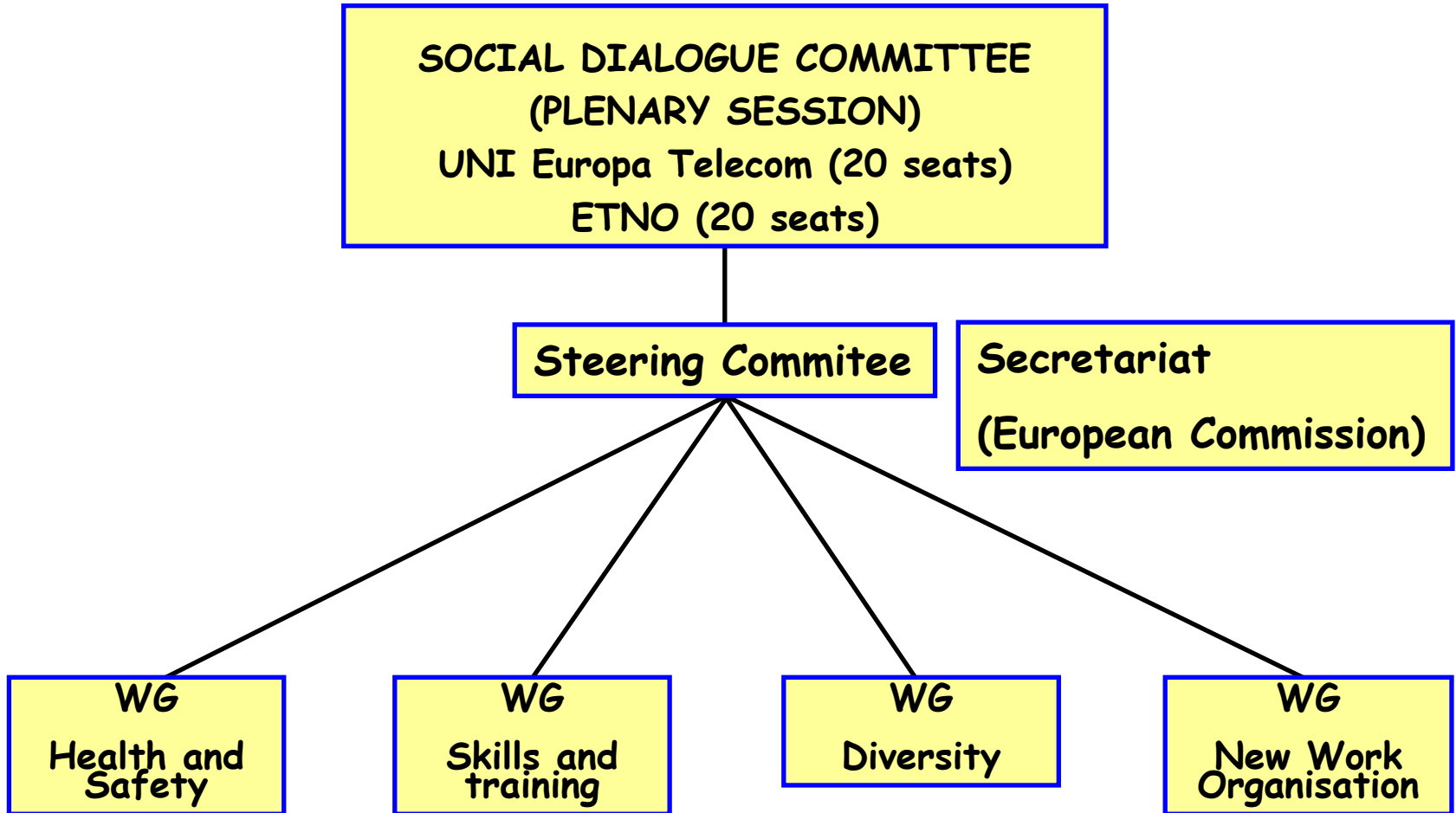
Sectoral Social Dialogue

- 1998 Commission Decision: Social Dialogue Committees in place of the existing Joint Committees
- SDCs set up on request of Social Partners
- European Organisations are represented and members sit for them, not for their companies or national unions/associations
- Facilitated by DG Employment, but Social Partners maintain power of initiative
- Focus on information, consultation and co-operation activities on mutually agreed topics
- About 30 SDCs established

Telecoms Social Dialogue: Partners

- UNI (Union Network International) - Europa Telecom, based in Geneva: 73 member unions, with over 1.5 million members
- ETNO, represented by its EH&S WG

Telecoms Social Dialogue: Structure



Telecoms Social Dialogue: How it Works

- 1 - 2 plenary meetings a year
- Working groups meet several times a year
- Steering Group defines work programme
- All decisions must be taken unanimously

Telecoms Social Dialogue: Output (1)

- Joint Statement for the Lisbon Summit, about new work organisation and skills for the Information Society
- Connecting with your Future: delivering Skills for the Communication Sector (Conference in Brussels, 2001)
- Researches about employment opportunities and job profiles in the Communication Sector (2000 and 2003)
- Voluntary Guidelines on Telework (2001) and Survey on their implementation (2002)

Telecoms Social Dialogue: Output (2)

- Seminars for exchange of experiences between EU and accession countries' companies and unions
(Hungary, 2001; Cyprus, 2003)
- Joint Statement committing social partners to promote social dialogue in an enlarged EU
(Cyprus, 2003)
- Guidelines on Customer Contact Centres
(2004)

Work in Progress

- Guidelines on prevention of Musculo-skeletal problems (project financed by Commission)
- Project on diversity at work: gender issues, problems linked to an ageing workforce...
- Discussion on Corporate Social Responsibility

CSR: an issue for Social Dialogue?

- All issues tackled in SDC are CSR related
- ETNO approach to CSR introduced in SDC plenary
- UNI asks for a "joint statement" on CSR
- ETNO EH&S WG is considering the issue.
Our objectives:
 - consistency with ETNO Sustainability Charter (synergy with Sus WG)
 - voluntary character
 - main focus on EH&S issues

Telecoms Social Dialogue Evaluation

■ SOFT...

- No collective bargaining (ETNO has no mandate)
- No direct impact on companies

■ ... BUT EFFECTIVE

- May have strong political impact (European agreement on Telework), pre-empting EU legislation
- Provides useful tools (surveys, guidelines, etc.)
- Enhances reputation of actors involved
- Provides a forum on sustainability issues