



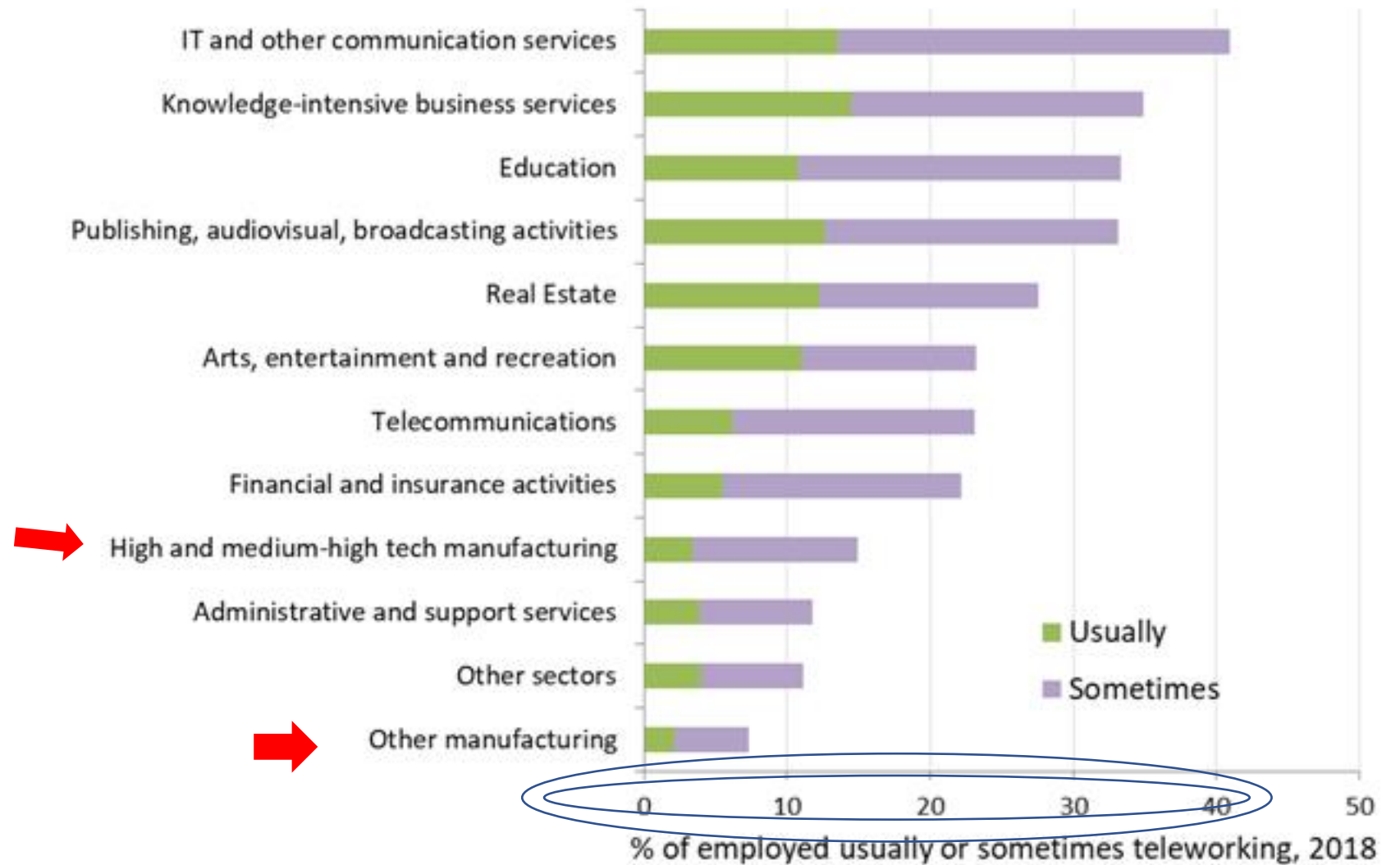
TELEWORK UPDATE ON RECENT DEVELOPMENTS Fabrice WARNECK



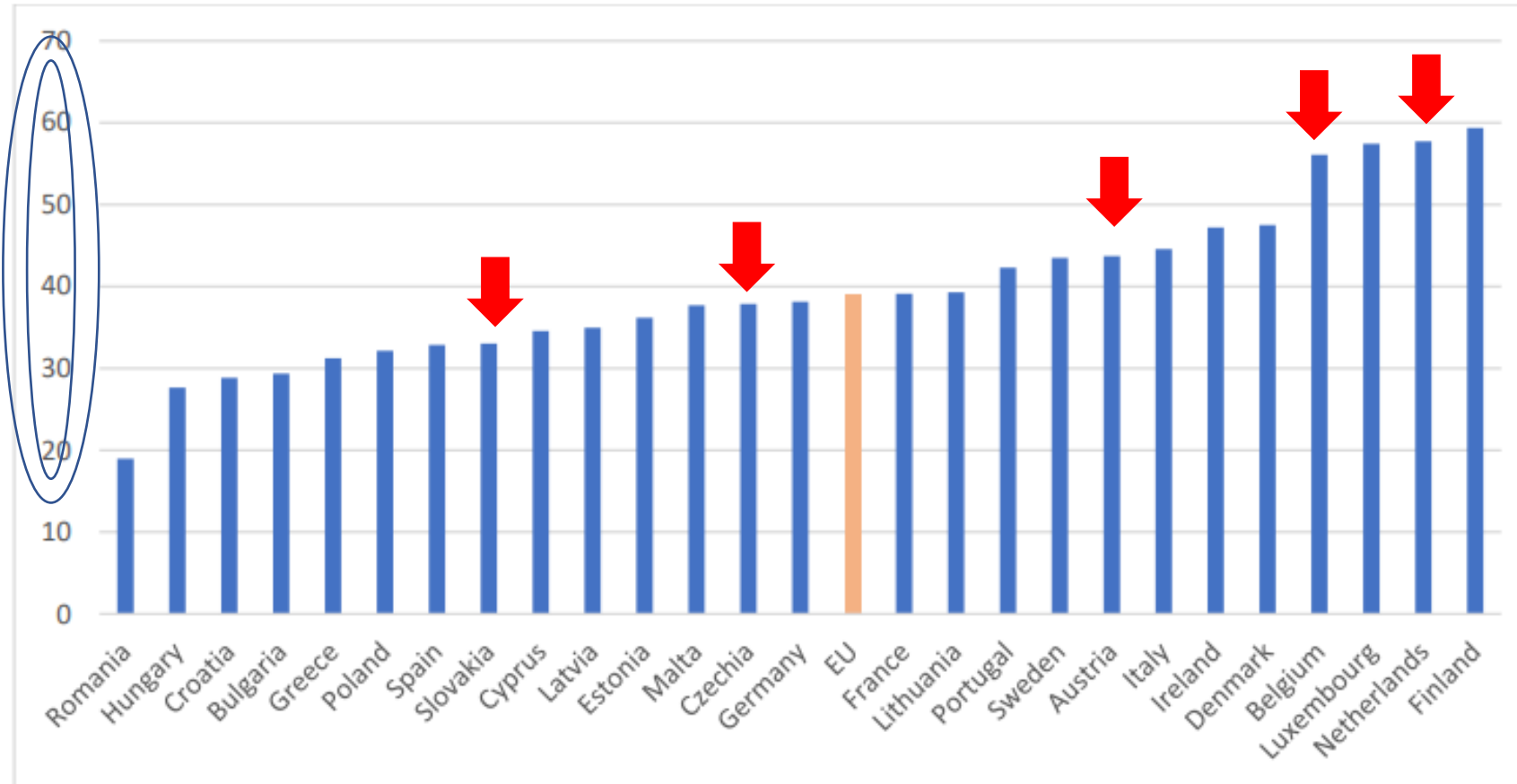
IndustriAll Europe Webinar
**The Czech Republic, the Slovak Republic, Austria,
Belgium and the Netherlands**
09/02/2021

"Digitalisation 2.0. – Assessing the impact of COVID-19 on the digital transformation in the European industry"

BEFORE THE COVID CRISIS, TELEWORK WAS NOT USUAL IN MANY SECTORS

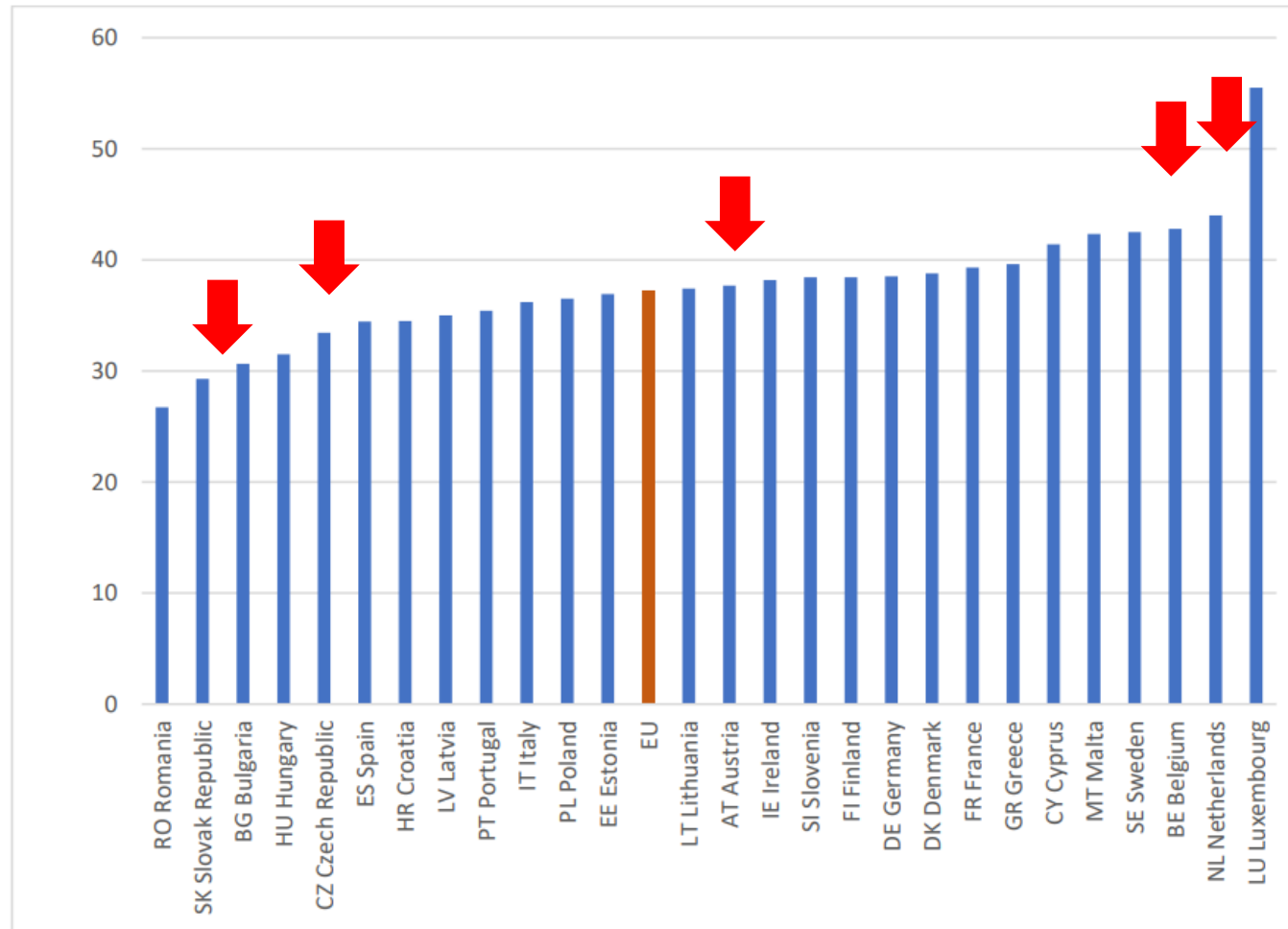


EMPLOYEES WORKING FROM HOME DURING COVID-CRISIS, % (ALL SECTORS)



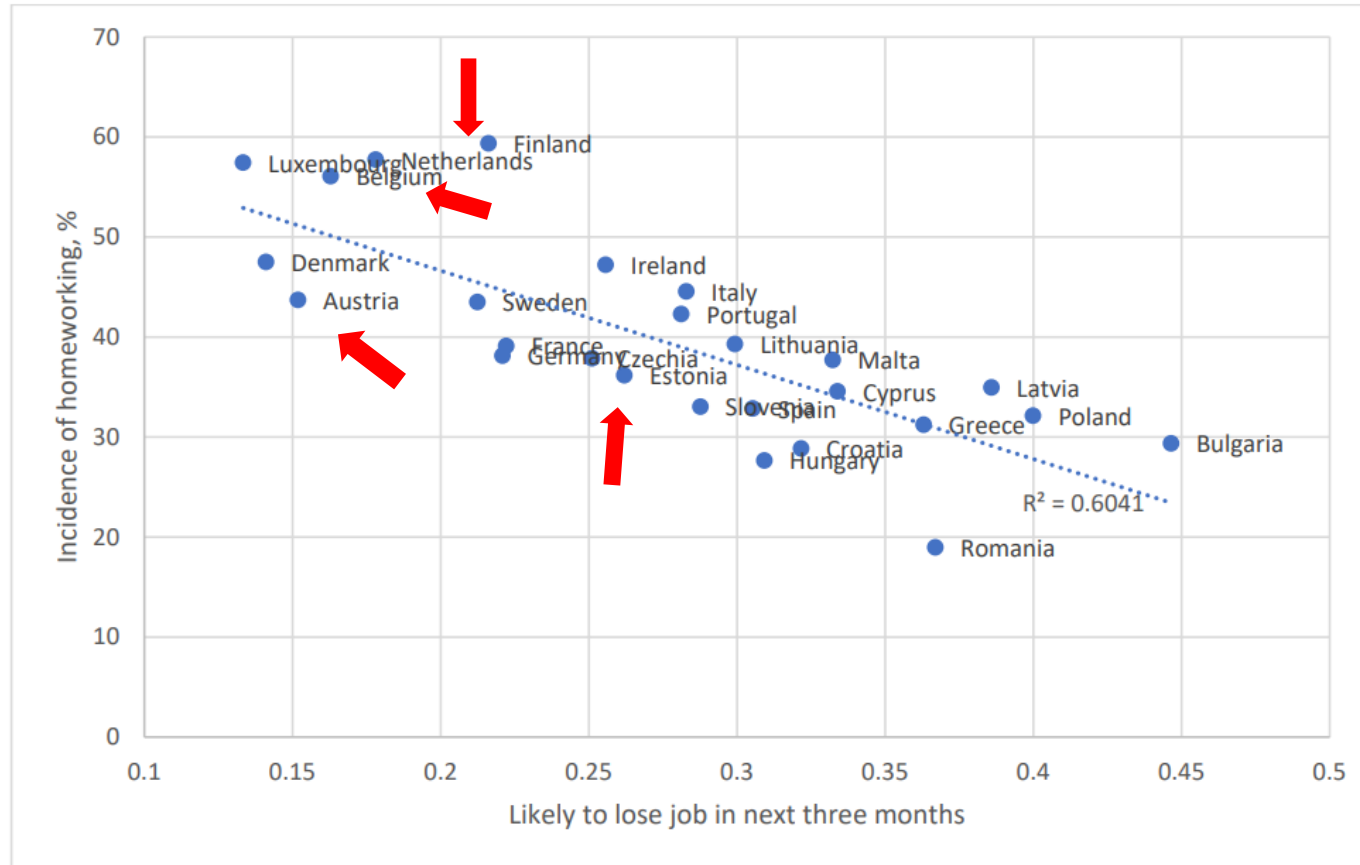
Source: EF COVID survey. Note: no data for Slovenia.

SHARE OF TELEWORKABLE EMPLOYMENT



Source: LFS, COVID group. Note: employees only

HIGHER INCIDENCE OF HOMEWORKING, LOWER SELF-REPORTED LIKELIHOOD OF JOB LOSS



Source: Eurofound COVID survey. Likely to lose job scaled 0-1 where 0 = “very unlikely to lose job in next three months” and 1 = “very likely”

TELEWORK IS NOT NEW IN BELGIUM

STEP 1: General framework: equality between workers and teleworkers

National collective agreement n°85 of 9 November 2005

- Implementation of the ETUC/ BusinessEurope European agreement of 2002
- A framework for a specific kind of labour contract / status
- Telework is **voluntary** for both the worker and the employer and **reversible**. The worker can go back to office work unless it was otherwise agreed.
- A labour contract shall be drafted with key information relating to the days which will be teleworked and **the timing and means to contact the worker**
- **Usual office working hours apply**, expectations on teleworkers in terms of production as similar to other workers.
- The employer takes the necessary measures to prevent **isolation**
- The employer provides or reimburses expenses for technical equipment and communication
- **Data protection**: is an obligation for the employer to adopt the necessary means, including technical ones. Teleworker has the duty to respect them. Sanctions may apply.
- **Health & safety**: a prevention policy shall be set up in particular for screens
- **Training**: as office workers + training on telework technical and organisational specificities
- **Collective rights**: same rights as office workers regarding workers representation. Teleworkers can contact their representatives and vice versa.

RECENT DEVELOPMENTS

STEP 2: Occasional telework: voluntary basis

Law of 5 March 2017 on feasible and manageable work

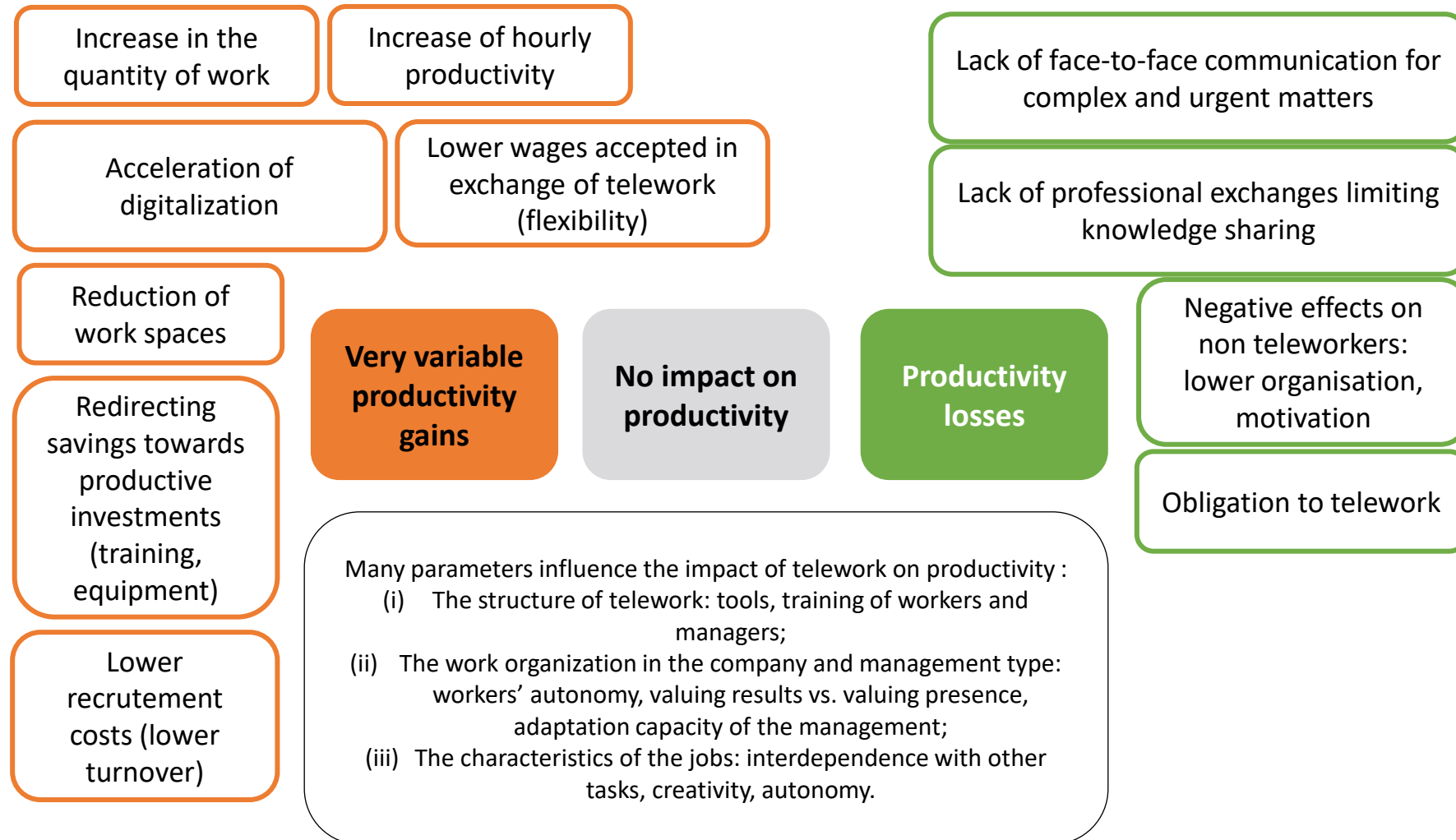
- Telework can take place **from home or another place chosen by the worker**
- Similar working conditions as in office although some degree of **autonomy** of the teleworker to carry out its tasks
- **At the workers request only:** In case of “force majeure” or for personal reasons
- To be requested in advance to the employer
- The employer may cover expenses linked to telework
- More precise description of the telework modalities should be adopted at the company level

STEP 3: Corona telework: mandatory basis

National collective agreement N°149 of 26 January 2021 (until 31 December 2021 only)

- A framework to support company level agreements / arrangements
- The duration of the agreement is linked to the pandemic
- **Autonomy:** The worker manages his or her work organisation in respect of working hours in the company
- **Control of achievements and tasks, not of working hours**
- The employer shall provide adequate tools, like laptops to workers and to workers representatives
- **Right to disconnect:** company rules shall foresee the scheduled contacts with workers. Sporadic contacts should be avoided to respect work / life balance.
- Risk prevention: a company policy is needed in consultation with workers representatives. **Psychosocial risks (stress, loneliness, ...)** may be prevented with internal or external support

IS TELEWORK GENERATING SAVINGS FOR COMPANIES? STUDIES SHOW DIVERGING RESULTS: GAINS VS. LOSSES IN PRODUCTIVITY



A LONG TERM TREND: REDUCTION OF OFFICE FOOTPRINT. BUT WHAT ABOUT WORKERS' REACTION?

- **Renault France:** discussing the possibility of implementing shared offices, especially for R&D and support functions
- **PSA France:** the project **New Era of Agility** launched in May 2020 in order to normalize telework to 70% of the time
 - **A flex office concept: open space and reduced footprint**
 - **Objective: -30% office space by 2021/22 (compared to a previous target of -14%)**
- Before the crisis, only 7% of workers took the 3 telework days to which they had the right
- In a survey, 56% of union members oppose the massive telework plan
- Workers fear the loss of social links (90%), breaking management links (50%) and induced costs (50%)
- On the other hand, positive effects: time gains, financial gains, better concentration, better life-work balance
- 58% of workers fear that their work will be transferred to a low-cost country or externalized

SIEMENS CZECH REPUBLIC



- Eduard Palíšek, CEO of Siemens Czech Republic, one of the largest employers in the country with 13,000 staff says *"We have found that some processes are not necessary. In fact, all activities where personal participation can be replaced by virtual. This will save a lot of time"*
- *"In the new regime, people will meet on the basis of certain topics. They will meet to agree, exchange experiences and then they can do another part of their work from their homes"* says Palíšek, adding that one of the effects that the new standard will bring will be the fact that not so many offices will be needed.
- He rejects that buildings would be sold, and workers made redundant, stating that the company keeps growing despite the crisis.
- He promises that new co-working places will be for newly hired colleagues only.

THE ILO GUIDE: CHECKLIST



► Teleworking during the COVID-19 pandemic and beyond

A Practical Guide

Digitalization

	YES	NO
Technology needs and required resources of workers teleworking have been reviewed.	<input type="checkbox"/>	<input type="checkbox"/>
The level of technology skills of teleworkers has been assessed and training for those tools deployed.	<input type="checkbox"/>	<input type="checkbox"/>
The internal policy on the use of technology and digital tools has been revised to include the use of own devices by workers and the modalities for financial or material support for workers working from home.	<input type="checkbox"/>	<input type="checkbox"/>
Information about technical support has been widely disseminated among teleworking workers.	<input type="checkbox"/>	<input type="checkbox"/>
Data and privacy protection training is available and highly visible across the organization.	<input type="checkbox"/>	<input type="checkbox"/>
All personal data collection and processing are compliant with applicable privacy laws and regulations.	<input type="checkbox"/>	<input type="checkbox"/>



The right to disconnect

**DISCONNECTING:
WORKERS' RIGHTS AND
BEST PRACTICES**