



The European Social
Dialogue Committee
FOR THE POSTAL SECTOR

Comité Européen du
Dialogue Social
POUR LE SECTEUR POSTAL

SDC PROJECT

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

Second Regional Seminar
Vilnius, January 18th -19th 2018

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Training Health and Safety working Group

- The current project is conducted under the umbrella of Training Health & Safety Working Group of the Social Dialogue Committee
- The Training Health and Safety working group comes from the merge of former *Health and Safety CSR* and *Training* working group
- The Training, Health & Safety working group of the postal SDC is composed both by companies and trade unions representatives
- Two Joint Declarations have been signed under projects conducted by the Training Health and Safety Working Group
 - June 2006 (Joint Declaration on Training and Skills development in the Postal Sector)
 - November 2014 (Joint Declaration on Matching Skills and Jobs in the European Postal Sector)



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Training Health and Safety working Group

The goal of the working group is to :

- Analyze the **key role of training, re-training programs** and models implemented in strengthening motivation of employees and improving the flexibility of Postal Operators
- Analyze **skills - knowledge needs anticipation** and the development of training models to support the changes in the sector
- Analyze skills and jobs matching as a new management technique
- Comply with **EC policies on occupational training and skills**
- Underline **the key role** of Social Partners in supporting the transformation process
- Examine **Health and Safety policies** in European Postal Operators as well as programs and best practices implemented



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Project's Main Information

Project's evolution

“ Developing a quality postal service in the digital age ” (2013 – 2014)

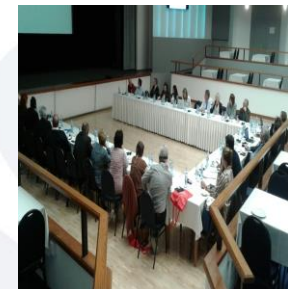
“ Mobilizing Social Partners in a new context ” (2015 – 2016)

“ Promoting Social Dialogue in the Postal Sector in an Enlarged Europe ” (2017 – 2019)



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Project's Main Information

Main **conclusions** from “ *Mobilizing Social Partners in a new context* ” Project

1. In the digital age postal services are once again being challenged

- The introduction of **e- substitution** and **e – government** services
- The development of activities on **e-commerce** and **parcel delivery**
- The growth of on line market places

2. National Postal Operators pay attention to :

- Developing new competencies through training and re- training of existing employees
- Internal mobility and career path development programs
- CLAs to recognize the key role of training in the transformation process



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Project's Main Information

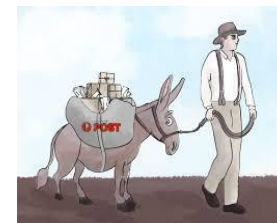
3. In the framework of the project

- Training seminar on e-commerce and new proximity services for the sector
- Post my MOOC as an innovative training tool for disseminating key information on new services.



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Project “Promoting Social Dialogue”

Project’s main objectives

- To get first-hand information on how postal operators and trade unions are managing 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 and cultural evolution. In this framework, the needs in terms 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 new activities, in particular the parcels’ ones, in view of the growing e-commerce market
- 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.

Project “Promoting Social Dialogue”

Structure of the programme

- The funding for the project proposal has been signed off by European Commission in January 2017
- Duration of the project: 24 months (Jan. 2017 – Jan. 2019) split in three phases
 1. Preparation of regional seminars
 2. Staging of regional seminars: September 2017, Eastern Seminar, **Prague**
January 2018, Baltic Seminar, **Vilnius**
April 2018, Candidate country seminar, **Athens**
 3. Presentation of final project report and conference in **Brussels** (2019)
- An extended questionnaire provided to postal employers and unions participating in the ESD.
- Detailed presentation on the analysis of answers received by both sides, as the pivotal working document during the project phase.
- The results of the analysis and the outcomes of the regional seminars will be consolidated in a final project report, available for circulation among SDC members, European commission and further relevant European stakeholders.



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Role of Social Partners

Key Players

In a holistic management approach the impact of digitalization on jobs and competencies as well as work organization patterns, should attract the concern among all **European Postal Operators and Trade Unions**, both at **National** and at **European level**

- **Postal Operators** role is crucial since they have the major responsibility of inspiring and motivating employees, understanding their strengths and weaknesses, providing particular training and encouraging them to work towards shared goals and fostering morale
- **Trade Unions** role is also of great importance as they have the ability to support social transformation at the floor level and its impact on derived benefits for Postal workers through the signature of collective labor agreements

During these two days we will have the chance to look thoroughly on strategic approaches to digitalization and analyze their impact on work organization patterns as well as on training needs and methods put in place to address this issue.



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