



TRADE UNION DIGITALIZATION OFFICERS

Training in Malaga

6-8.03.2024 | 10h00 | Malaga

Minutes

Partnership

Beneficiary

All-Poland Alliance of Trade Unions – OPZZ - Poland

Partners:

General Workers Union – GWU – Malta

Confederation of Progressive Trade Unions of Turkey – DISK – Turkey

Fundación Cultural Primero de Mayo – F1M – Spain

Italian General Confederation of Labour – CGIL – Italy

Confederation of Autonomous Trade Unions of Serbia – CATUS – Serbia

Association of Free Trade Unions of Slovenia – ZSSS – Slovenia

Hungarian Trade Union Confederation – MASZSZ - Hungary

Associated Partners:

European Trade Union Confederation – ETUC

Eurocadres

National Trade Union Confederation – Cartel ALFA – Romania

1st day

Welcome and presentation of the TUDOs

The participants were welcomed by the project leader – Anna Fastyn – All-Poland Alliance of Trade Union (OPZZ), Poland and presented the agenda and objective of the face to face 3rd TUDO training.

TUDO – Introduction: platform work – key challenges for worker - brainstorming session

The TUDOs started with a brainstorming session on the experiences with platform work in their countries. The interventions were as follows:

- Sanja Trojar - trade union was established to organize platform workers and to represent their interests. A number of issues are important in this context - wages, lack of regulations. High hopes are related to the directive on platform work
- Joseph Gravina – there is a law on platform work in Malta covering the following issues: transparency, access to the algorithmic management, presumption that platform worker is employee, and burden of the proof on the shoulders of the platform
- Gyula - there is no law on platform work in Hungary, platform workers are considered self-employed, therefore, they cannot be organized by the unions. Working time regulations do not apply
- Georgian - platform work is not protected by the Labour law, no leaves, working time regulations, pessimistic about the prospects to impose regulations, no interest on this issue among the political parties, large community of migrant workers - most of them are exploited in terms of wages and working time. There is no data available on the scale of the platform work.
- Olga - there is a law on riders implemented recently, however there are platforms that prefer to pay fines than to comply with the law, there is still not enough knowledge about platform work and the challenges among trade unions, so they are not fully able to support platform workers properly
- Teodora - the above issues relate also to Serbia, there is no law on platform work. New law was established to cover digital workers with tax law.

Platform workers in the EU - research findings and unions' strategies to protect platform work - presentation

After the brainstorming session, the project expert presented the following issues: empirical findings on platform work in the EU, unions' strategies to protect platform workers, national and eu-level regulations. PP presentation is enclosed to the minutes.

Following the presentation and session of questions and answers was conducted.

National - and EU-level policies and unions' responses to protect platform work, including the draft Directive on improving working conditions in platform work

Following the presentation prepared by the expert a discussion took place the regulation aspect of platform work.

- Joseph - it is not defeat because Matla adopted the law based on the EC's proposal, and only 4 countries opposed to the directive, so national level regulations might be proceeded now
- Sanja - Next European elections might be a challenge in terms of establishing majority for the support of the progressive directive. Therefore it is the task for the national unions to push for the national level regulations and for enforcing current law
- Paweł - currently elements of the draft directive might be a subject of collective agreements at company level. We might also seek for unusual allies eg. traditional employers for which platform work is a danger (and their business models).
- Gyula - platform workers in Hungary are self-employed and they are not entitled to organize in the unions
- Olga - a challenge for the law is it clearly distinguishes between worker and employer status, which is a consequence of the specificity of platform models

Summary of the meeting

The partners discussed the further days of the training. Anna Fastyn – the leader of the TUDO project thanked for the meeting.

2nd day

TUDO – Introduction: how digitalisation impacts working conditions and modes of union organising in various sectors

The TUDOs started with a brainstorming session on the impact of digitalisation on job quality. The interventions were as follows:

- Paweł - AI plays more important role in recruitment processes and controlling working time, but also analyses how much service workers at banks smile in interaction with clients, which is a base for bonuses and pay raises. AI is involved in layoffs based on worse results in performance, AI is not transparent, therefore, some discriminatory practices might take place eg. due to age. In Poland, there is a draft bill on AI, but there is no political will to put it for voting in the parliament. Currently, also there is a debate on unions' access to the workers emails to conduct organising work. Using digital tools for union organising: webpages, social

- Joseph - digitalisation of all processes at university, there are surveillance concerns, control measures are easy to be introduced. Another issue related to increase of bureaucracy. Therefore, the governance of the digital instruments is of key importance and unions should have a seat at the table where governance takes place. It is also an ethical aspect of digitalisation.
- Georgian - pace of digitalisation increases also in Romania, that leads to layoffs in lower qualified staff and increase of employment in higher skilled employment. There is also increase in multitasking and multiskilling. Unions work to put an upskilling agenda to collective agreements in the banking sector, in order to keep jobs. Digital control and increase of intensification of work - especially in the public administration.
- Olga - key issue is the inequalities eg. In terms of general digital skills - this is the case of older citizens or migrants. Digitalisation may lead to limiting access to public services.
- Gyula - we have to change the public education curricula to prepare citizens to use digital tools and services. The aim of education is to teach students how to learn, not to remember knowledge. Unions should impact the curricula in order to shape it in the favour of workers.
- trade union was established to organize platform workers and to represent their interests. A number of issues are important in this context - wages, lack of regulations. High hopes are related to the directive on platform work

Positive and negative aspects of digitalisation in the context of jobs quality in the EU: research findings

After the brainstorming session, the project expert presented the following issues: empirical findings on platform work in the EU, unions' strategies to protect platform workers, national and EU-level regulations. PP presentation is enclosed to the minutes.

Following the presentation and session of questions and answers was conducted.

- Sanja - level of awareness on digital impact on working conditions is very small in the unions in Slovenia
- Paweł - workers are not aware that digital tools like AI is adopted at their workplace. Digitalisation and AI is not a subject of collective bargaining and collective agreements. First attempts to introduce digitalisation issues to the legal system are the regulations on telework - surveillance practices are regulated (GDPR). Monitoring of computers, phone calls, cells is a matter of controversy.
- Joseph - also younger persons have various levels of digital skills,
- Olga - there is a mismatch between the rights to negotiate AI and practical application of these rights. Unions need relevant expertise to analyze and understand advanced data. Unions need new staff to act effectively.

Manual for TUDOs - measures of action: information consultation rights - key competences for TUDO.

Following the presentation prepared by the expert a discussion took place on fundamental information, consultation and participation rights and key competences for TUDO:

- Paweł - resources are needed to conduct trainings, and exchange of Joseph - it is not defeat because Malta adopted the law based on the EC's proposal, and only 4 countries opposed to the directive, so national level regulations might be proceeded now

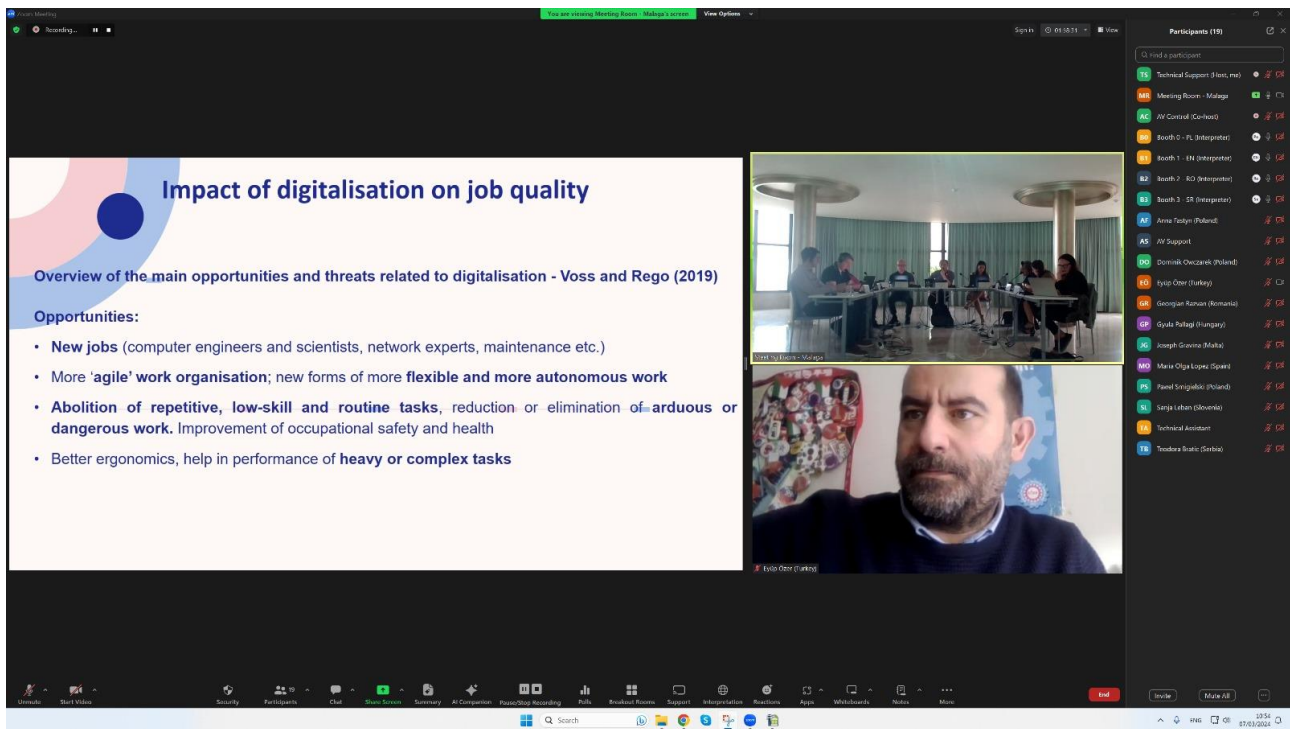
- Olga - tripartite organization financed from the unions and employers fees to provide training to workers and stakeholders in the social dialogue.. The agenda is shaped in tripartite manner. The challenge is however to train unions' members at company level. This is addressed by the unions themselves based on own resources. Needs are greater than the capacity to provide training.
- Joseph - level of LLL in Malta is one of lowest in the EU, training is provided by employers, but the profile of the trainings is focusing on improving productivity rather than workers rights,
- Gyula - lack of institutional support for training, trainings are provided mostly by the unions based on internal resources or external grants. Digitalisation is rather the subject of training, more often the digital communication,
- Paweł - key is the quality of trainings, union members are not interested to take part in poor quality training. IT is important to develop digital tools in order to adapt the new forms of communication. Unions need to communicate effectively their role in shaping public policies to wider public.
- Sanja - we need money, training, new members and „new blood”, but also experts who could provide knowledge on AI management and advanced

Summary of the meeting

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3 day

The participants were welcomed by the project leader – Anna Fastyn – All-Poland Alliance of Trade Union (OPZZ), Poland and presented the agenda of the 3rd day.

Anna Fastyn presented materials provided by Alexandre Martin - Head of Projects & EU funding from ETUC, which their SD team has produced since this framework agreement on Digitalisation was signed:

- the ETUC interpretation guide of the framework agreement (please find it attached in EN and PL – more translation languages are available in the link below)
- and 3 joint implementation reports of the framework agreement (please find attached the 3rd joint implementation report – 2023)

Introduction: recent developments in social dialogue on digitalisation at the EU-level

- The TUDOs started with a brainstorming session on the telework. The interventions were as follows:
 - Joseph: The government is a model employer, conflicting experiences. A qualitative study on, among other things, telework was conducted in Malta, but the results are inconclusive because employees have different needs and expectations. The most dissatisfied group was people with disabilities, as it doubled their isolation.

- Gyula: no regulations on telework. After COVID, everyone was sent home, now companies are trying to get people into the office. A study in Hungary - showed a negative relationship between productivity and working from the office, but employers prefer to control employees.

IBM – a company that directed people to telework, reducing costs. Minus: it promotes depression - if work takes place 100% remotely. On the one hand, people would like to work from home for at least 2 days - companies are unfriendly because they are afraid of losing control, and occupational health and safety are not properly regulated in this area. It's like this saying, like a glass of water - some say it's half full or half empty. The best solution – leave the best option for everyone.

- Georgian: In Romania there are 2 examples of telework with IT and banking. IT representatives choose telework, in the banking sector - they did research and the results were different. Remote work arrangement: head office employees (2 days in the office, 3 days at home), verbal contract 8 days a month. Contact center – remote recruitment.
- Olga: lots of regulations, in Spain employers prefer employees to be close, 1 day a week at home – she didn't know where these regulations come from.
- Sanja: teleworking through collective bargaining, we can introduce changes - listen to what members want, trade unions have gained strength and people have opened up to trade unions because they wanted to work from home. There is a shortage of workers in Slovenia and in all sectors there is a lack of workers to work. Everyone expects telework. Telework can be an opportunity. It is difficult to have such a law on telework.

In the second part of meeting Anna Fastyn – the leader of the TUDO project presented action plan and priorities for the next months of work of TUDOs. The participants of the meeting collectively established the dates of the meetings that will take place throughout the duration of the project.

Anna Fastyn – the leader of the TUDO project thanked for the fruitful meeting in Malaga.

