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NEWCHALLENGES

INFORMATION AND CONSULTATION – NEW CHALLENGES

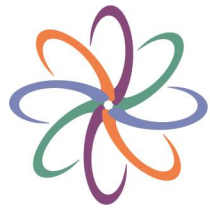
GREEK CASE STUDIES

ATHENS, 10.1.2020



CASE STUDY 1 TELEMATIC MONITORING OF VEHICLES

- **HEINEKEN- General data**
- Industrial Group producing beer
- 300 cars in Greece and 40.000 in Europe
- Introduction of the subject of placing a system for telematics monitoring of company cars for discussion in the EWC



CASE STUDY 1 TELEMATIC MONITORING OF VEHICLES

■ Background

The EWC, given that the issue was unprecedented, asked for:

- Detailed information so that it can form an opinion.
- Sufficient time

The EWC came up with a 15-page text of an opinion in June 2018

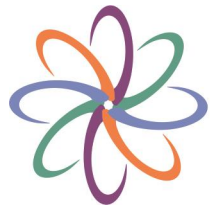
The management accepted the opinion positively.

The driver/employee was able to disable the mechanism after working hours. It was also accepted that reports from the processing of the monitoring data would be anonymous and each report would concern 6 employees.



CASE STUDY 1 TELEMATIC MONITORING OF VEHICLES

- **Suggestions / Recommendations**
- It is important that employees' representatives request detailed information and time, which will allow them to examine in detail the various aspects of the proposed measures, in order to form a thorough opinion and to hold a real consultation.



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CASE STUDY 2. GDPR

■ **Company A. General data**

Industrial company

Turnover and the number of employees have decreased

The company is still profitable

CASE STUDY 1 TELEMATIC MONITORING OF VEHICLES

■ **Main points**

- In information and consultation the management has begun to raise issues arising from its working with specialists such as psychiatrists and psychologists with the aim of controlling employees to an absolute degree. Telematic monitoring systems are tools for monitoring employees, which will have a negative impact on them.
- The middle managers operate with property status, i.e. they feel and act as owners of a specific operation line that they are responsible for (line owner). As a result, employees can receive emails at any time of the night and are requested to read them and respond to them immediately.



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CASE STUDY 2. GDPR

- **Background**
- The company raised the issue of the implementation of the GDPR system in consultation with employees.
- The employees turned to a specialist lawyer.
- The lawyer gave an opinion, which was accepted by the company's management.



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CASE STUDY 2. GDPR

Issues raised by the opinion (1)

- There should be clear definitions of the terms used in GDPR leaflets
- The language used in the leaflets should be simple
- It should be clear which the restrictions are previewed by the legislation
- It should be clarified whom each employee should get in contact in each case



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CASE STUDY 2. GDPR

Issues raised by the opinion (2)

- It should be clear who will process the employee's data. If they are third parties, the employee must give his/her consent
- Sources used to extract and collect personal data
- Definition of personal data types
- Personal data retention time.



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CASE STUDY 2. GDPR

Main points

- The European GDPR Regulation is a law that applies to all European Union countries, with which all companies must comply. The specific way it is applied to each company should be a subject of information and consultation with employees' representatives. In this way, employees will have the opportunity to express their views on how their personal data will be used and who will be entitled to do that.



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CASE STUDY 2. GDPR

Suggestions / Recommendations

- In order to participate in information and consultation on the GDPR, the trade union needs specialized knowledge, which it does not have. For this reason it must turn to a lawyer specialized in this matter.



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CASE STUDY 3. Digitization

- **National Bank of Greece (NBG). General data**
- The oldest and largest bank in Greece
- With the crisis it has needed recapitalization, reduction of the banks of NBG Group abroad and reduction of employees
- First EWC based in Greece

CASE STUDY 3. Digitization

■ Background

- Digitization is an ever-increasing trend in banks
- The Federation of Banking Employees of Greece (OTOE) and the Labour Institute (INE) of GSEE conducted a study in 2018 on "New technologies in banks and their impact on employment."
- SYETE, the trade union of NBG, intends to use the findings of the study in consultation with the NBG Management at both the national and EWC levels.
- The sectoral Collective Bargaining Agreement, signed between the banks and OTOE, provides for employee training in order to address the challenges of digitization.



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CASE STUDY 3. Digitization

- **Main points**
- Digitization is an issue that is clearly a subject for information and consultation as it affects employment, the object of work and the organization of work in many ways. It is also a big challenge, as it concerns the future and there is no data from the past that one can rely on to formulate opinions and proposals in the consultation. On the other hand, there are issues related to digitization, which affect all financial institutions.



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CASE STUDY 3. Digitization

- **Suggestions / Recommendations**
- In matters of general interest, such as the introduction of digitization, it is advisable for the unions to seek technical support from the higher level trade unions (in the case of SYETE from OTOE and INE GSEE) and to align themselves with their positions.



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■ Thank you very much