



Financial Sector



NEWSLETTER

december 2022 N°5

Joyeuses fêtes
et bonne année
Fröhliche Feiertage
und ein glückliches neues Jahr



EN

We are approaching the end of the year 2022.

For the OGBL Finance Sector, this year has been the result of good cooperation, with many projects that have been set in motion.

All this with the aim of #promoting, #defending and #supporting employees in the financial sector.

However, it was also a year that we will not forget: no sooner had the pandemic been put behind us than reality showed us once again that the world is changing faster and faster and that many crises affect us all.

More than ever, our staff representatives are facing many challenges which they will meet, as always, with commitment and determination. 2022, a year marked by good cohesion, team spirit and solidarity among staff representatives in the financial sector.

In this newsletter 05/22, you will also find relevant topics that have kept us and our staff representatives occupied during the last quarter of 22.

Before wishing you a pleasant reading, we would like to thank not only our trade union leaders, but also all of YOU who, as colleagues, advisers or experts, have participated in our working groups or actions: be it for your commitment in the interest of the workers, for maintaining the index or for strengthening our position in the financial sector.

To all of you, many thanks and compliments for your commitment, advice, support, dynamism, encouragement, perseverance, patience, improvements, translations, helping hands and much more.

The entire OGBL Finance Sector Team would like to wish you and your loved ones all the best for Christmas and a happy New Year.

Enjoy the reading.

We look forward to your feedback.



Sylvie REUTER
Central Secretary



INDEX

Those in the financial sector who shout for index reform in times of crisis are shouting for the shareholders, not for the employees.

The Luxembourg banking and financial sector is emerging as one of the biggest winners from the crisis, if not the biggest in Luxembourg. Throughout the COVID-19 crisis and up to now, also in times of war and during the energy crisis, employees have produced millions in profits. And the sector is not hiding this. No, on the contrary: millions of profits have been paid out to shareholders in 2022!

But the employees in the financial sector have not received any dividends or raises in relation to the millions of profits made. Their only source of income is usually their salary, which has melted like snow in the face of price inflation. Wage earners, right up to the upper middle class, no longer know how to pay their daily bills, let alone use a local craftsman or support the local butcher with their weekly shopping.

The energy crisis should not have turned into an economic crisis or a social crisis.

It had to be stopped. For this reason, the maintenance of the normal indexation mechanism through the tripartite agreement was already a key measure in the fight against the crisis. The three nationally representative trade unions recognised the seriousness of the situation and entered into negotiations as a united front in order to act in the interests of all employees in the Luxembourg labour market in this crisis of purchasing power and to mobilise for the payment of the next indexation instalment, as well as for its maintenance and other measures.

When it became clear during the negotiations that the index mechanism would be maintained in its current form, more and more voices were raised in the financial sector in favour of capping the index, under the guise of social justice for employees. It is surprising that the employers' associations in the financial sector are calling for social justice on wages.

But on closer inspection, it becomes clear why: by calling for a cap on the index, the financial sector is certainly not seeking wage justice for its employees, but rather to cap the automatic wage index at a minimum or to nail it to the minimum wage.

One of the main reasons that attract foreign investors to the Luxembourg financial centre is the social peace guaranteed by the automatic index adjustment.

The financial sector, whose existence and maintenance have never been so "externally driven" by foreign investment, should know and appreciate the enormous importance and significance of automatic wage indexation as a guarantee of social peace.

In the neighbouring countries, price inflation is not negotiated at national level, but at company or sector level. There too, massive increases took place in 2022. Could this be a future model for a country of the size of Luxembourg? Should energy price increases in the future be passed on to individual companies and businesses, negotiated and imposed through social conflicts and employee strikes? It is highly doubtful that this would promote the future development of Luxembourg's financial centre.

The index is not an instrument of social justice. Collective agreements, tax scales and salary scales are, not the index.

The index is a purely mathematical instrument that automatically adjusts the loss of price inflation to wages. Thus, wages remain proportional to price inflation.

The index is calculated in gross terms and is taxable.



The fiscal balance and the levies of an indexation level to the state are thus also borne to the same extent by both the individual and the employer. The net share of an index step that remains with the individual is thus settled by the wage tax scale. There is no doubt that there are pay inequities here, and that is why the nationally representative trade unions are calling for a political review of the tax scales as a whole in the interests of greater social justice.

Those in the financial sector who argue for a reform of the index in times of crisis are fighting the wrong battle, because they favour shareholders, not employees!

Capping or any other manipulation of the index is not the right approach in times of crisis. Presenting it as a solution to the problems is purely populist and does not correspond to reality. Because the objective of the cap is not wage or social justice, but exclusively leads to a decrease in normal wages and purchasing power.

Moreover, where would such a ceiling be placed? Apart from that, it would further divide society and threaten social peace.

It is often claimed that a cap would benefit low wage earners. But this assumption is unfortunately false. The amount that employers would save by capping the index would not be passed on to the low paid, but would increase the profits of companies and shareholders, so that there would be only one loser: the employees.

For the two nationally representative trade unions OGBL and LCGB, it was clear that the index mechanism should be retained. Thus, after more than 30 hours of often difficult negotiations, the tripartite was finally able to agree, on 20 September 2022, on a package of measures aimed mainly at curbing inflation and supporting households in the context of the energy and purchasing power crisis.

Adapting the scale to inflation, grad elo!

While we have all learned that this government no longer intends to make any large-scale tax reforms before the elections, although it had announced this in the government's 2018 program, substantial tax adjustments are still largely possible, if not essential.

First, an adjustment of the scale to inflation must occur as soon as possible. The time is now. This does not constitute a real reform, but only the status quo insofar as it avoids increasing the tax burden, especially for low and middle income earners.

If the scale is not automatically adjusted to inflation, there is a theft of the net salary at the level of each index bracket ("Nettoindexklau"), since the net salary increases by less than the 2.5% of the index and thus less than inflation.

This means not only an increase in the tax burden, but also a loss of purchasing power. Therefore, in order for the index to play its full role, it must be accompanied by an adaptation of the scale to inflation.

As long as this is not achieved, the government will continue to increase taxes in the middle of a crisis of purchasing power.

The same applies to tax credits which, in order to keep their real value, must be regularly adapted both in terms of their levels and their allocation criteria in order to prevent them from becoming more restrictive over time.

Moreover, it should be remembered that it is currently mainly households that are financing the necessary expenditure first on the health crisis and then on the energy crisis. The share of revenue from income tax in general taxation is increasing, while the share of revenue from companies is decreasing.

So it is mainly households that have financed the costs of the Covid-19 crisis; it is mainly households that are paying for the energy price cap; and it is mainly households that are paying for the support for vulnerable businesses introduced as a result of rising energy prices.

It is high time to correct this development and give households their due. And adjusting the scale to inflation is the best way to do this. Because the OGBL does not only defend the 'gross' of the index, but also its 'net'.



Nora BACK
President of the OGBL

HEALTH AT WORK

Is a 'Happiness Officer' not enough? 'Can't you do a bit more?' 'Can't you do an extra mile?'

Are these words familiar to you, or not? But burn-out, heart attacks, pain, terms that are not so often mentioned and if so, very often not openly! However, nowadays, many people work themselves to exhaustion or fall. Long working hours, high demands and unattainable targets lead to days off work and sick leave. Shouldn't we ask ourselves how much work humans have to do? And yet, digitalisation should make work easier, but it causes exactly the opposite!

"I can't take it anymore, I don't have the energy".

In the financial sector this is the case! Many colleagues, men and women alike, are overloaded. Overload, overwork, over-hours, over-deadlines, over-fear of losing work, over, over, over... There is something rotten in the way we work in our sector. Yes, globalisation and digitalisation come at a high price: more speed, more competition, more work intensification, more new tasks, more complexities. It is not clear whether the next merger or takeover, the next reorganisation, is not just around the corner. All of this does not allow for a little breath of fresh air that could improve the situation at the moment. On top of that, the current project is not even finished yet, the next project is on the agenda and has to be finished and started within a short time.

In addition, many colleagues are on duty almost all the time. And they are judged on this. Meritocracy has long since reigned and few employees still get a pay rise via the collective agreement.

Everything depends on the consideration that the hierarchy has for the employee!

But the hierarchy itself is running on a hamster wheel. Loyalty is only to profitability and targets. This is the only thing that counts in the financial sector, the man/woman remains on the sidelines. Only those who meet or exceed their targets are allowed to stay, are reclassified and receive a pay rise.

The price of the devil's bargain: almost round-the-clock availability. In the financial sector alone, 209 cases of burn-out were diagnosed by the ASTF in 2021, according to the Lëtzebuerger Land, of which more than 10% were recorded in one major bank alone. 43.5% of all staff are at risk!

But it is not only the external pressure, but also the internal pressure, which often carries much more weight. Professional success creates social belonging. And above all, in the financial sector, we define ourselves and others by what we do professionally and how good we are at it. A lot of pressure builds up. Everything happens at once and it never stops. It's the pace that stresses us. No sooner said than done: the new media, such as chat messages, video conferences, used massively in the financial sector, cause this fast pace. Everyone has to react in real time and at any moment: if they do not, the reaction is already outdated, obsolete and no longer serves its purpose. This excessive pace and extreme availability are increasing, even at home. And yet, Luxembourg labour legislation and the collective agreement should protect us. What is wrong with this beautiful 'house' that is the financial sector?



HEALTH AT WORK



Is a 'Happiness Officer' not enough?

Are the current training and leadership offerings not effective? Do we need structural reforms to make the financial sector, and in particular the banking sector, one of the best sectors to work in Luxembourg?

A working week of 48 hours should not normally be exceeded. Daily rest periods of at least 11 hours must be respected. Saturdays and Sundays are considered rest days in the financial sector. Many employees no longer make a distinction between weekdays and weekends. What is wrong with this? The separation between work and private life is becoming increasingly blurred, especially when using remote working. Here too, employees have a 'right to disconnect' and an 'agreement on work-life balance'. The flow of e-mails, in particular, outside working hours, contributes greatly to a continuous workload with no end in sight.

According to the economist Eric Quintane, this flow of e-mails is an important diagnostic tool for identifying possible 'hot spots' of burn-out.

The future and the hope is to make the problems tangible, to recognise and counteract them in order to demand a change of perspective in the company in the middle term. Similarly, it is no longer possible to see impending burn-out as an individual problem of people who are not strong enough for the job, but as a company problem.

This is the meaning and purpose of these agreements in which the employees participated. These were the promises made by the leaders of the financial institutions to everyone, which consequently led to the conclusion of sectoral collective agreements in the financial sector.

But where are we today? What about much needed action? Only fine words behind the fine facades of financial institutions? The OGBL Financie Sector is ready to take up the challenge to make jobs in our sector more human. The risk is enormous if nothing happens: employees will look elsewhere and they will find it! Perhaps the movement has already started.....the resignations that are only increasing are not by chance an indication that the "financial sector house" has a big problem?

That's why we are asking you to support us in this long-term fight, because no one has the right to put employees and their health at risk!

Together, strong for our future.

UNI Europa

UNI Europa Finance

UNI Finance organised a thematic conference on the restructuring of the banking sector from 13th to 15th September. The three-day conference in Dublin brought together more than 150 delegates from over 40 countries. A delegation from the OGBL Finance Sector, represented by Denise Steinhäuser, Francis Capitani and Ben Soisson, also attended the conference.

The financial sector is in a state of flux. Digitalisation, the scarcity of natural resources and the increased risk of climate change are putting pressure on banks and financial institutions. This inevitably leads to changes in the working conditions of employees in the financial sector. The conference therefore focused on the role of trade unions in restructuring the sector, so that this change does not come at the expense of workers. Many participants reported on the concrete negative consequences of restructuring measures in their respective countries and how they have been able to mitigate them through trade union solutions.

All conference participants agreed that change must necessarily be countered through social dialogue and collective bargaining at the global level. Only then will it be possible to mitigate the negative effects of restructuring, secure employment in the financial sector and protect employees.

If you have any further questions about the UNI Finance thematic conference on restructuring in the banking sector, please do not hesitate to contact us at: secfin@ogbl.lu



BANKS

Title or collective agreement. Is the status of 'cadre' a privilege or a trap?

This was the title of a recent legal workshop at the Chamber of Employees (CSL), where staff representatives and non-staff employees in the financial sector were in full swing.

Why do we, the OGBL Finance Sector focus so much and so often on employees outside the collective agreement, when we should not be looking after employees under the collective agreement?

But that is what we do.

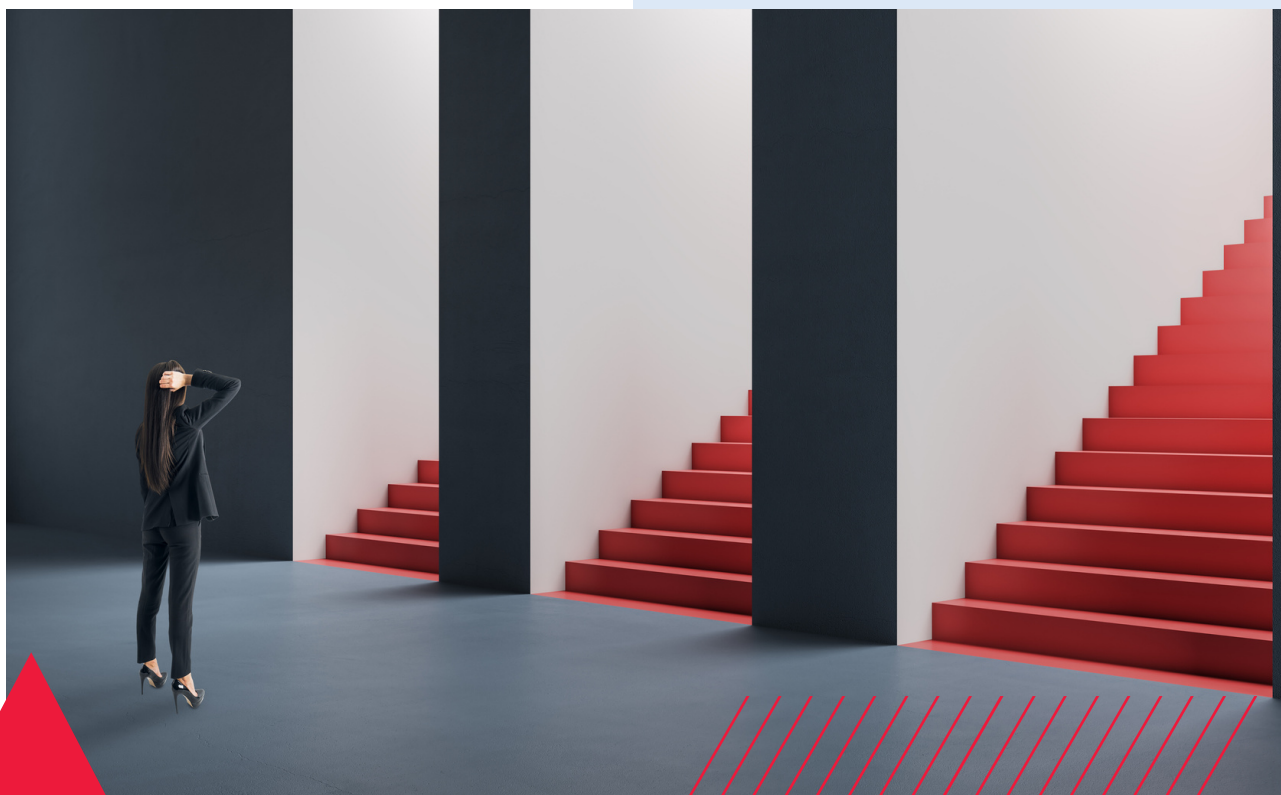
In the banking sector, there are now more employees outside the collective agreement than there are in the agreement.

However, these are often non-agreement employees who, according to the legislation, do not meet the criteria to be a senior manager (cadre supérieur). According to Statec, 60% of employees in the financial sector are covered by a collective agreement, which is simply not the case.

Here are some testimonials:

"I was offered to become a 'cadre' ten years ago. In return, I received a company car worth €350 on a private lease. The first year, I still received an interesting bonus, but since then, my salary has been frozen, only the index compensates for my loss of purchasing power.

"I am not a senior manager and I don't get a better salary. In our bank, everyone is a 'cadre', except perhaps a few employees in "operations". The 13th month and the June bonus were added to the salary at the time and divided by 12. But the improvements in the collective agreement were not taken into account. And overtime does not exist. No right to disconnect either. If I at least benefit from the better redundancy conditions of the collective agreement in case of redundancy for economic reasons, I don't know, I hope so at least?"



These two people do not meet the criteria of a senior manager and yet they are, at least from a legal point of view. And so are thousands of employees.

What does this mean?

Thousands of employees are classified as 'cadre', hence outside the collective agreement, even though they do not meet the criteria.

This simply means that employees who do not refuse to leave the collective agreement recognise the status of 'cadre' and are therefore considered as senior managers, with all the consequences that this implies.

In fact, unlike in Belgium or France, the status of 'cadre' does not exist in Luxembourg, only that of 'conventioned employee' or 'employee outside convention' (cadre supérieur). So if the 'cadre' is not covered by an agreement, he is to be considered as a senior manager (cadre supérieur). And such a person is excluded from the collective agreement and only the Labour Code applies, not the collective agreement.

So there is a sectoral collective agreement, but most workers are excluded from it?

And this is where the threat lies, because behind the false titles there are not only positive things, quite the opposite. It's almost like the story of the truth. How it had to come out of the well naked, and nobody wanted to see it. People much preferred the lie disguised as the truth.

The consequence of this is that all 'cadre' are excluded from the salary increases of the current collective agreement (0.7% in January 2022 and 0.5% in January 2023).

The other truth, which nobody wants to hear or see, is a much greater danger. Namely, that all employees outside the collective agreement who do not object to this discrepancy should be legally considered as senior managers, with all the consequences that this could entail.

For anyone who says goodbye to the collective agreement automatically says goodbye to all the benefits of the collective agreement: unless the contract has decided otherwise.

These include improved protection against dismissal and the doubling of the notice period in the event of economic reasons, the right to additional leave and rest days, the recording of overtime and its - special payment, access to further training and the work-life balance through a right to disconnect.

And this is where we have to act. In particular, we have to assume sectoral responsibility for sectoral collective agreements that have to be applied legally and for every employee, but which are ultimately emptied of their population.

But we are also there to support not only every employee outside the collective agreement who is in doubt about his or her status and fate, but also and above all the staff delegations who need help with prevention or collective remediation in the company.

With the salary of January 2023, the next linear salary increase of 0.5% is foreseen in the collective agreement for bank employees.

Do not hesitate to come to us or to your OGBL staff representatives. We are here to listen to you.

For Finance that serves society

Rapid technological progress is having a profound impact on the digitalisation of the world - a development that has been further accelerated by the Covid-19 pandemic. Much of the world has so far moved to the Internet.

The world of finance and banking in particular has followed this trend and is increasingly taking place in the digital space.

More and more bank branches are being closed or centralised and even transactions in the branches are becoming fee-based, so that customer service is increasingly moving to the Internet. In this sense, last year (2021), more than 70% of the Luxembourg population used the Internet for online banking. This does not only lead to a reduction of staff in the Luxembourg banking sector, but also has repercussions for the banks' customers.

Any transition requires support.

It is the older generation in particular that is suffering from the digitalisation of banking and the resulting closure and centralisation of bank branches. In particular, bank customers who were not born in the digital age, the so-called 'digital immigrants', have difficulty using online banking services. Moreover, branch closures do not necessarily facilitate access to banking services.

Moreover, online banking always involves risks for the individual user. It is not uncommon for customers to fall victim to phishing attacks and be robbed of their money.

One thing is certain: the process of digitalisation of banking cannot be stopped. Therefore, digital inclusion of all citizens must also take place and online financial services must be secure and affordable for all parts of society. The transition phase can only be successful if customers are accompanied in the best possible way.

Digital inclusion is the key.

Furthermore, bank branches should not disappear completely from our society and environment. Customer service must remain a core task of banks. At the same time, good customer service also contributes to the success of a bank.

The financial sector and banks in particular should serve people, not the other way around.





EN

STREETCAR GOSSIP (#2)

On this autumn evening at 6.45 pm, the street car in the direction of Gare Centrale / Bonnevoie is about to close its doors when a young woman carrying two files under her arms and dragging a heavily loaded black bag on wheels enters in extremis. Marie Bigoudie, an employee at Banque DuFond, was out of breath and fell into the seat of her colleague Jacques Lamèche, breathing a sigh of relief: "Finally seated! If I continue like this, I'll lose weight and gain muscle! I didn't know that body-building was part of my job description!

"Wow, Marie, you're busy... you're moving? I hope you haven't been made redundant and have to clear out your personal belongings. You wouldn't be the first one who has to leave her job and doesn't expect it!"

"No, no! On the contrary, my boss just reminded me this morning that he values me and my commitment to the company. And he gave me a day's teleworking. I'm very happy."

"I hope you are not at the mercy of the generosity of your superiors. You know that teleworking is a work organisation, admittedly new, but which must be agreed internally."

There is a law since January 2021 which obliges the company to consult with the Delegation on the functioning of telework. Consultation means agreement by the Delegation on the modalities. I assume that this regulation and the agreement obtained by the staff delegation has been brought to the attention of all the staff. If this was not the case, your management is breaking and entering and your Delegation is not very capable..... "

"I didn't know that. Communication was vague at the bank."

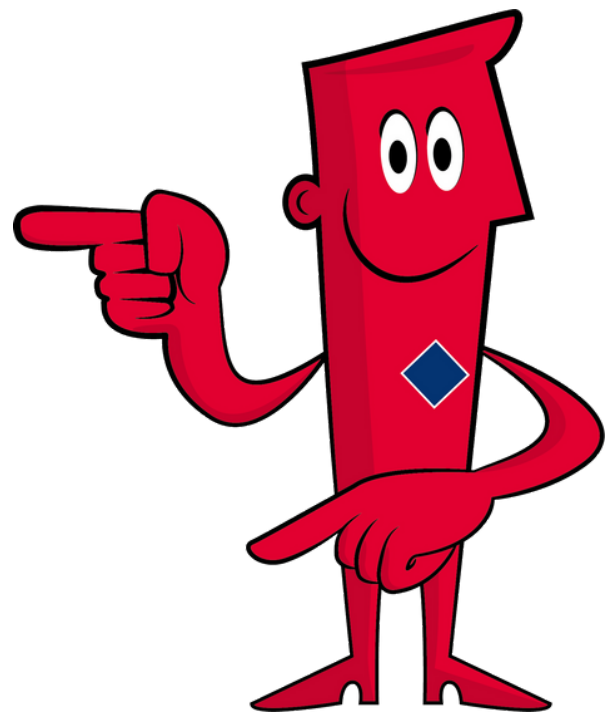
"Perhaps, but the internal regulations must of course respect the law. An employee cannot be forced to telework, nor can he or she be completely excluded from doing so, unless his or her job does not allow it. There must be an agreement between the employee and the employer. In case of doubt about the feasibility of telework, management and delegation can review the case if the employee requests it."

"I didn't know that it was so regulated. I remember at the beginning of the pandemic we were forced to work from home - to keep the business going. We didn't have much choice! And today it's actually become a kind of merit or a thank you from your boss."

"Yes, but nowadays, outside of the pandemic, the law takes precedence and employers have to comply with it."

"I don't dare spoil my relationship with my manager. I take advantage of the fact that I have no commute tomorrow, no bus, no train and no tram. What a time saver. I can concentrate fully on my files."

"And for that you carry tons of material. Don't forget that you are responsible for it! Remember, even if you save time on the journey, your working hours are still regulated and the hours you actually work must be taken into account by your employer as if you were at work. Indeed, if there are excess hours, after being recorded, they become recoverable during the reference period of your flexitime or, on the contrary, payable with extra. Anything else would be illegal and the employer would be subject to sanctions. You don't mess around with working hours - whether you work in the company or at home!"

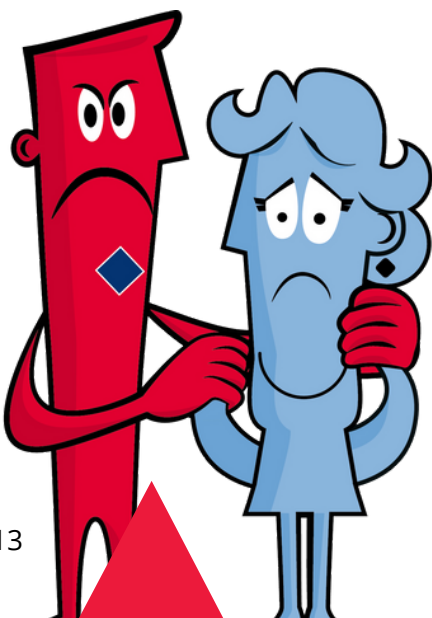


"I didn't pay any attention to the hours when I was in the home office. I must admit that the bank didn't mention it. For a day of teleworking, they could only indicate 8 hours.... I suspect something there."

"A bit of nonchalance on the part of your boss, I would say, without going any further! I don't want to accuse anyone. You should know that saving time, for example on travel, is not to be compensated with more unpaid work for the company, but with an increase in the well-being of the employee."

"There are still other aspects of telework that can be discussed. But not now, because we are slowly getting to the station and you don't want to miss your train. You should know that if your delegation includes OGBL members, they will monitor the implementation and application of telework regulations. They have also been trained for this. Welcome back, good work and good evening!"

"Thank you, likewise. I now know who to contact and what to look out for."





Social plan signed for Riverbank: a balancing act on a narrow path

Following the expiry of the negotiation period, a social plan was signed on 18 November 2022 with the management of Riverbank and OGBL, Aleba, LCGB-SESF and the staff delegation.

Riverbank currently employs 44 people. Affected by a demanding regulatory and economic environment, the bank has decided to reorganise its operations and to cut up to 13 positions, mainly in the IT department.

As part of the social plan, the trade unions were able to negotiate additional measures for the affected employees. Due to the small size of the structure, the focus was on securing the bank, especially in the area of human capacities.

Thanks to their unwavering commitment throughout the negotiations, the unions, in partnership with the employee representative, were able to negotiate an agreement that, instead of 17 employees being made redundant as originally envisaged, only a maximum of 13 employees were affected. The number of employees affected by the restructuring process in the IT department was reduced by 4 positions.

Social plan signed at East-West United Bank S.A.

The OGBL, LCGB and ALEBA have been invited to negotiate a social plan which will affect 32 to 44 employees out of the 80 employees of East-West United Bank S.A. (EWUB), based in Luxembourg for more than 45 years.

The Bank is facing unprecedented challenges due to the geopolitical context of the war in Ukraine. The Bank's business activities are significantly focused on Russian-speaking clients providing wealth management services and transactions. In order to ensure a sustainable existence and to protect jobs as far as possible, EWUB has to adapt its structure, including its workforce, to the decline in business and income and has to reduce staff through collective redundancies.

In this uncertain context for the bank, negotiations between the unions and the employer were tense, but finally an agreement was reached on 25 October 2022.

The trade unions, whose priority was to defend and protect the interests of the employees concerned, succeeded in obtaining social support measures and extra-legal compensation for the employees concerned.



© GilPe, CC BY-SA 4.0, via Wikimedia Commons



GOOD TO KNOW

If there is no salary increase, then meal vouchers are quite welcome.

In the financial sector, salary increases are rare, either you have immediately reached the ceiling of the collective agreement or there is no collective agreement at all. Or you become the manager's pet, because even if all the team members have done well, he or she can pick out only one or two who meet the targets and, if necessary, hand out a small pay rise or bonus. That's all there is to it.

But what is very common are meal vouchers. As there is no salary increase, meal vouchers are very popular with employees and are regularly discussed in the financial sector.

Here you will learn that meal vouchers are supposed to be distributed in restaurants, but also if they are due in the home office and during sick leave.

What are meal vouchers intended for?

In theory, meal vouchers are intended to allow employees to eat during the working day.

What is the amount of a meal voucher?

Since the 2017 tax reform, meal vouchers have been revalued, with their face value increasing from €8.40 to €10.80. However, some companies still retain the old value, which no longer corresponds to the real cost of living.

Each worker can, individually or with the help of his or her staff delegation, request an increase to €10.80. However, this decision is left to the discretion of the employer.

At present, a single meal voucher is no longer adequate to buy lunch in a restaurant.

Can your employer take away this benefit?

1) If you work from home:

Every worker is entitled to his or her meal voucher on a day when he or she is teleworking. This is an actual working day during which an employee can have a main meal using their meal voucher. The legislation on telework is clear, the conditions are the same as in the office. Teleworkers have the same facilities and allowances as at the company's headquarters.

2. In case of illness :

The Luxembourg Labour Code stipulates that meal vouchers are considered a benefit in kind and therefore constitute an element of remuneration.

An employee who is unable to work is entitled to continue to receive his or her full salary and other benefits under the employment contract until the end of the calendar month in which the 77th day of illness falls within a period of eighteen consecutive calendar months.

The meal vouchers are therefore in principle due to the employee during the period of payment of the salary by the employer, provided that they are provided for in the employment contract or that they constitute a custom according to the criteria established by the case law.

In short, the meal voucher is a benefit in kind which constitutes part of the remuneration, so that your employer cannot take it away from you at will.



Angélique LAZZARA-VIDIC
Deputy Central Secretary

INTERVIEW WITH AN OGBL DELEGATE



Fred Lamorlette

Vice-President of the OGBL
Finance Sector

- Employee of Worldline (formerly Cetrel S.C.) since 1998
- OGBL member since 2003
- Chairman of the staff delegation Worldline Financial Services (Europe) S.A.
- Member of the Board of Directors of Worldline Financial Services (Europe) S.A.
- Permanent delegate since 2019

Since when do you have a company collective agreement (CCA)?

We had our first company collective agreement very soon after the company was founded in 1985. It was necessary as soon as the company started to grow. At the time, we followed the lead of the banks we worked for and with which we were close. I have been following its development since I joined the staff delegation in 2003.

What does your CCA contain and how has it evolved? Are there any differences?

Our CCA has a lot in common with the collective agreement for the banking sector, which we have always kept an eye on. There was talk at various times of joining the Collective Bargaining Agreement for employees of the Banking Sector, but it never materialised. Either our management did not want to or the conditions were not met from our point of view. Having a company-specific agreement also has a lot of advantages because it meets our needs exactly. It has always been important to us to be as close as possible to the specific needs of our field of activity and the staff.

Our CCA contains important points for the daily life of our employees, such as

- Automatic salary development for those with a salary scale,
- The right to training with a dedicated time credit,
- The presence of a flexitime
- The well-being of employees with
 - Reconciliation of private and professional life
 - Telework
 - Right to disconnect
- The inclusion of additional rest days and additional days of holiday for older workers

What we are looking for in the evolution of the CCA is first of all to improve the working conditions and benefits of the employees (which also increases the attractiveness of the company) and to reduce the points that can generate conflicts with the employer by discussing them upstream and trying to provide a coherent response.

INTERVIEW WITH AN OGBL DELEGATE

To date, the CCA is much more complete than it was at the beginning. It deals with most of the issues encountered in our daily work while integrating new themes (right to disconnection, right to training, harassment, etc.).

In the end, it is the result of the evolution of the company, changes in the law, the needs of the workers and the major issues steered by the OGBL.

Which article of the CCA is important to you?

For me and most of the employees of Worldline in Luxembourg, it is the articles on remuneration and the reconciliation of family and private life. Following the pandemic, the needs have focused on the individual and in particular the need for teleworking. Work/life balance has never had such an important meaning as today.

For you, what are the most important elements to have a quality CCA?

It is to have a CCA where the articles are clear and explicit, covering most of the problems encountered in the company. This avoids conflicts and getting lost in "case by case". Things are clear from the start for everyone and the basis for discussion is also clear.

From this point of view, the CCA makes it possible to establish a social dialogue on a good basis.

What are the 3 important factors that you would recommend to other PSF delegates when drawing up a company CCA?

- Listen to the employees and their needs,
- Anticipate future issues as far as possible,
- To identify as best as possible the existing problems in the company.

SECRETARIAT CENTRAL DIRECTION SYNDICALE



Sylvie REUTER
Central Secretary
sylvie.reuter@ogbl.lu
26 49 69 - 420



Véronique EISCHEN
Member of the executive
executive board of the OGBL



Angélique LAZZARA
Deputy Central Secretary
26 49 69 - 421



Ben SOISSON
Deputy Central Secretary
26 49 69 - 422

OGBL Financial Sector

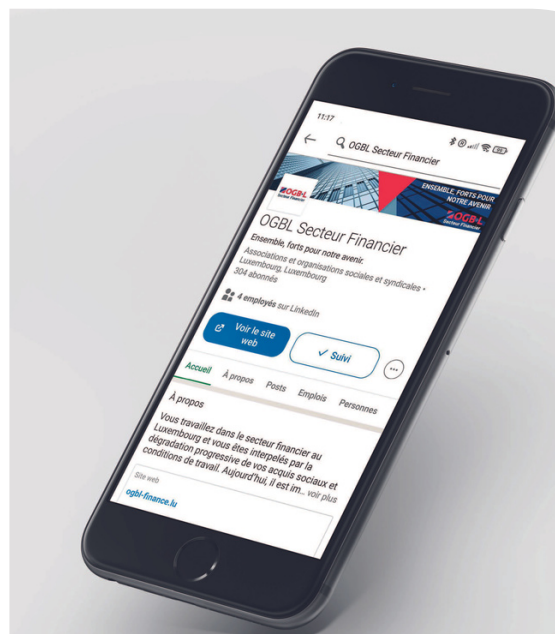
63 rue de Bonnevoie L 1260 Luxembourg
Email : secfin@ogbl.lu / Tel : 26 49 69 0

Schimoff Serge - President
Steinhäuser Denise - Vice-President Banques - *BGL BNP Paribas*
Strüb Brigitte - Vice-President Insurances - *LaLux*
Lamorlette Frédéric - Vice-President other sectors - *Worldline FS*
Block Frank - *BIL*
Capitani Francis - *BGL BNP PARIBAS*
Chardome Christophe - *Lombard Assurances*
Crucitti Nicolas - *LaLux*
Delgado Paula - *Swiss Life*
Galletta Calogero - *RBC IS*
Hentges Johnny - *Société de la bourse*
Hirsch-Stocchi Sonia - *BGL BNP Paribas*
Ivanov-Enache Mirela - *Clearstream*
Jreige Antoine - *CACEIS*
Lucas Carlo - *BP2S*
Magliulo Marcello - *BIL*
Montenero Daniele - *Quintet Luxembourg*
Panza Tommaso - *BIL*
Pierrat Martine - *Société générale*
Schartz Monique - *BIL*
Siebenborn Marie-Jeanne - *Quintet Luxembourg*
Steffen Claude - *BIL*
Yax Stéphane - *EFA*
Eischen Véronique - *Member of the executive board of the OGBL*

Follow us

Follow the news of the OGBL Financial Sector
on a daily basis on our social networks

in OGBL Financial Sector
f @ogbl.secteur.financier
globe www.ogbl-finance.lu




sica

Advice & Assistance

Need assistance at work, problems with social security, difficulty filling out your tax return? We are here to help you!

+352 2 6543 777

 contact.ogbl.lu



Devenez membre | Werden Sie Mitglied | Become a member | Torne-se um membro

hello.ogbl.lu

Déterminé pour le salariat!



Rétablissement intégral de l'index, mesures directes pour soutenir le pouvoir d'achat des ménages et ralentir considérablement l'inflation ! Résultats impensables sans l'action et la ténacité de l'OGBL !

Le syndicat numéro 1 continuera à rester vigilant avec et pour vous.

Devenez membre, vous aussi !



hello.ogbl.lu