



The European Social
Dialogue Committee
FOR THE POSTAL SECTOR

Comité Européen du
Dialogue Social
POUR LE SECTEUR POSTAL

EUROPEAN SOCIAL DIALOGUE COMMITTEE FOR THE POSTAL SECTOR PLENARY MEETING 2016

*1st December 2016,
Brussels*

POST EUROP
YOUR LINE TO POSTAL EXPERTISE

UAI europa
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union



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HEALTH & SAFETY AND TRAINING WORKING GROUPS

2016 WORK PROGRAMME

UPDATE

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Introduction



Much of the work of the Working Group consisted in the support to the PSE Project which was based on two parts.

Collective Labour Agreements in the Sector

and

A Training Seminar on e-commerce and new services



Training Seminar on e-commerce and new services

The Training Seminar was held in Brussels on the 17/18 November 2015

There were 58 participants from over 20 countries

The seminar was structured into 3 sessions

- Main challenges in the postal sector with interventions from DG Growth, PostEurope and Uni Global union
- The ecommerce market and value chain with interventions from Deutsche Post DHL and Polczta Polska and
- Opportunities in proximity services with interventions from PostNord Denmark, bpost, La Poste and Postkom as well as

Communitings

The sessions were supported and facilitated by Ecorys

Training Seminar on e-commerce and new services

Sessions included

- Setting the scene “Developments in the postal sector”
- The e-commerce value-chain and market
- EC Policy on the digital single market strategy in relation to the postal sector
- Case studies from companies and trade unions on strategy in response to e-commerce growth
- The potential of proximity services
- Impact on skills and competencies and on work organisation
- Preliminary Conclusions

Findings

- ❖ The e-commerce market has been growing fast over the last few years
- ❖ It is highly competitive
- ❖ There are many players
- ❖ Different approaches require different and new skills – pick and pack to marketplace
- ❖ Identifying emerging markets such as silver economy

Opportunities

- ❖ Development of proximity services, generating new revenue and providing job security
- ❖ Rapid delivery models
- ❖ Optimisation of public services
- ❖ Develop customer trust in the service
- ❖ Providing unique added value
- ❖ Development of new competences through training and re-training

Examples



- ❖ Extending the product range in delivery - e.g. groceries, pharmaceutical products
- ❖ Targeted solutions for a specific sector - e.g. welfare services
- ❖ New services in postal offices - banking services
- ❖ Proximity to the public space - e.g. road quality
- ❖ In-house visits and services - e.g. towards elderly people
- ❖ Collection of contracts, reading meters, collection of electric appliances or PET bottles for recycling etc.

Reflections

“In this evolving context, social partners also put in place several positive measures to support the transformation in the sector. The development of new jobs together with the need for new skills has required the development of further training programmes to enable up-skilling and re-skilling of employees. This has in particular been essential to develop their employability and support the redeployment of staff through internal and/or external mobility. In this increasingly fast developing environment at the digital age, postal operators also need to hire new competences and attract the younger generations.”

Source: Final report of the project “Mobilising social partners in a new context” 2016, Consultant’s analysis

Outputs– by MOOC

An element of the outputs from the project has been the MOOC and here are some examples:

- Botond Szebeny : https://www.youtube.com/embed/4h9BaI7hQ_8
- Stephen DeMatteo : <https://www.youtube.com/embed/BRwNYpcrbIA>
- DP DHL: <https://www.youtube.com/embed/H7sxYZcnqc0>
- bpost: <https://www.youtube.com/embed/R2i4u9MZwPc>



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Questions, Comment and Input



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