







at the heart of the Human resources management of our Institution!

## LSC ELECTIONS - 25, 26, 27 JANUARY 2022 VOTE LIST 4 MANY THANKS!

## **PROGRAMME 2021 – 2024**

**R&D** calls for putting the « HUMAN » at the heart of the Human resources management of our Institution by implementing a Quality of Life at Work policy based on solidarity, one of **R&D**'s core values, « Professional Caringness » and 6 key factors





Analysis of Psychosocial risks within our institution	3
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Prior to any proposal for a Quality of Life at Work (QWL) approach, **R&D** was the first and only trade union to carry out an analysis of the Psychosocial Risk factors within our Institution (see *Renard Déchaîné spécial <u>Analysis of psychosocial risk factors in our services</u>), denouncing, among other things:* 

- Intensity and work overload resulting in a range of contracts, difficulty in reconciling work and private life, discontent among staff
- 2. High emotional demands when staff cannot express themselves
- 3. Value conflicts when EU values are not applied to the staff of the institution
- 4. Low autonomy when staff have little predictability of work and no possibility of anticipation, especially when switching to hot desking
- 5. Social relations at work showing a poor effort/reward balance, almost no career prospects, poor communication with senior management...

6. Insecurity



<u>read</u>



work by shattering the boundaries between private and professional life. As soon as this risk emerged, **R&D** called for the adoption of the **Right to Disconnect** (see <u>Le Renard Déchaîné special</u> <u>the right to disconnect</u>) and called on Alex Agius Saliba, MEP, rapporteur of the decision on the recommendations to the Commission on the Right to Disconnect ( see e-conference <u>The right to dis-</u> <u>connect. a fundamental right to protect</u> <u>workers' health</u>).

ome of these risk factors have in-

creased in times of health crisis.

requiring forced home working, especially the intensity and overload of

In addition, a part of the staff was faced with a fait accompli, in the midst of a pandemic, when hot desking was imposed on them without any prior study specific to the institution's professions nor any consultation of the staff and their representatives. R&D called on Danièle Linhart, a work sociologist and Director of research at the CNRS...; who spoke on « Hot-desking » and « Open Space », which workspaces at the European Commission ? » stressing the fact that « Flex desk' and 'clean desk' are anxiety-provoking for employees ». Clearly, such behaviour on the part of the administration is a serious source of psychosocial risks (see Le Renard Déchaîné special Teleworiking/Hotdesking...) especially since this was imposed by the blinkered implementation of the « New ways of working » method without the relevant services having had the decency to look into the specific functioning of our institution and to consult the staff. R&D called on Grégory Jemine, a researcher at LENTIC and an expert in this change process, to better understand the issues at stake ( see New ways of working : origins, legitimation <u>and challenges</u> ; <u>The 3Bs « Bricks,</u> Bytes, Behaviours »)

We also called upon Marie Pezé, doctor of psychology, psychoanalyst, former

legal expert, head of the « Suffering and Work » consultation network, who moderated the e-conferences of the Mondays for the Prevention of Psychosocial Risks : Why does work make us sick?; PSR and QWL, what are we talking about?; Psychological harassment, what are we talking about? Pathogenic *management*, what are we talking Institutional about? psychological harassment ... ; Burn out, what are we talking about? to better understand and deal with these emerging phenomena.

Laurent Taskin, holder of the HR lab Chair in "Human Managing" and Work Transformation at the UCL, Doctor in economic and management sciences, professor of management, researcher... discussed <u>le Management Humain</u>, which enabled **R&D** to propose the ground rules for a "Human Managing".

For the purpose of supporting parents in this sensitive and particular period, **R&D** called on Bruno Humbeeck, *Educational psychologist, Doctor in Education Sciences, Lecturer at the University of Mons and Head of the Educational Resource Centre for Social Action (CREAS)* who presented a number of e -conferences on the following topics : Telework and children in times of pandemic, parental burnout, which pedagogies for my child ? and the prevention of cyber-harassment and school violence.



<u>read</u>



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## R&D has gathered the best experts to better represent and defend you and to develop its 2021-2024 work programme

#### Marie Pezé



*Dr* of psychology, psychonalyst, former judicial expert, head of the "Suffering and Work" consultation network

Pourquoi le travail peut-il nous rendre malade? + Retranscription

<u>PSR and QLW, what are we talking about?</u> + <u>Presentation FR</u> –<u>Pathogenic management, what</u> <u>are we talking about?</u> + <u>Presentation FR</u>+ <u>Pathogenic management techniques</u>

Institutional psychological harassment: when work organisation and pathogenic management push the victim to extremes! + Presentation

Burnout, what are we talking about? + Presentation + Burn out propagation test



#### Danièle Linhart,

Labour sociologist, Emeritus Research Director at the CNRS\*, member of the GT CRESPPA\* laboratory, UMR-CNRS-Universities of Paris 8 and Paris 10

Hot desking and open space, which workspace at the European Commission?



#### Laurent Taskin

Holder of the HR lab Chair in Management in « Management Humain » and Work Transformation at UCL, Doctor in economic and management sciences, professor of management, researcher

Le Management Humain + Presentation FR



#### Alex Agius Saliba

**Grégory Jemine** 

MEP and rapporteur of the decision. concerning recommendations to the Commission on the right to disconnect

The right to disconnect: a fundamental right to protect workers' health



Researcher at LENTIC (University of Liège) New ways of working: origin, legitimation and challenges + Presentation

The 3 B "Bricks", "Bytes" and "Behaviours" + Presentation



#### Bruno Humbeeck

Parental burnout

Educational psychologist, Doctor in Education Sciences, Lecturer at the University of Mons and Head of the Educational Resource Centre for Social Action (CREAS)

Telework and Children in times of pandemic

Which pedagogies for my child? Prévention du cyberharcèlement et des violences scolaires

## Programme 2021-2024

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## THE HUMAN AT THE HEART OF MANAGEMENT



**R**<sup>&D</sup> has always called for management to lead by example and to move towards a culture of trust, which is also reflected in Commissioner Hahn's statements. It is essential to change the managerial culture !

For the Human dimension to regain its place at the heart of human resources management,

#### **R&D** calls for:

- ⇒ Establishing a culture of trust by sweeping away management by fear
- $\Rightarrow$  Abolishing silos
- $\Rightarrow$  Introduction of hybrid working
- ⇒ Training for all managers to develop trust and recognition at work
- ⇒ Assessing the workload of local management to avoid overload

- $\Rightarrow$  Establishing organisational justice
  - Fair appraisal and promotion system that takes into account effective work
  - Active participation of staff in the decision-making process of the DG
  - Improving communication and outreach between senior management and staff
  - $\Rightarrow$  Fostering organisational empathy
    - Empathy at the centre of strategic and managerial conversations
    - Safe environment
    - Collaboration through mutual support and collective action
    - An ethical policy respected by all

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### CONTENT & MEANING AT WORK



An insignificant and repetitive work content favours, in the long run, the settling of monotony and a loss of meaning in the work, both of which are elements of psychosocial risk. It is necessary to implement the meaning of work.

To tackle this,

#### **R&D** requires:

⇒ Optimal use of resources and skills

- ⇒ Recognition of talents within the services
- ⇒ Regular feedback on work from the direct line manager
- $\Rightarrow$  Greater autonomy
- ⇒ Professional and personal development

## **CAREER & RECOGNITION**



Our mandate is well defined: we are committed to 'staff unity', rejecting any corporatist, competitive and divisive approach! The Commission must definitively ban social dumping!

#### R&D demands:

- ⇒ Genuine career prospects with the setting up of a career plan to be discussed during the annual appraisal
- ⇒ Training policy enabling the learning of new skills for career development and mobility

- ⇒ Genuine annual internal competition policy ensuring transparency and fairness of the procedure
- ⇒ Fully transparent and accessible Junior Professional programme for ASTs, AST/SCs and CAs
- ⇒ Creation of a dedicated professional programme for experienced candidates

#### **R&D** alongside AD colleagues



Colleagues who do not wish to take up managerial positions must be offered real prospects and career development, making optimal use of their skills.

Concrete alternatives must be offered to colleagues to enable them to progress and not remain stuck at grade AD12. Not everyone wishes to become a manager. It is therefore necessary to open up more opportunities for these colleagues to become senior experts.

Middle management, which is in daily contact with staff, must be enabled to carry out its coordinating tasks and not be reduced to the role of a mere executor by a more intrusive senior management which is too often fascinated by 'micro-management'. Despite the promises made in the 2014 reform, non-managerial AD colleagues continue to suffer from a lack of recognition of their skills and are increasingly faced with career barriers and limited mobility opportunities.

All too often, managers within departments who do not have all the necessary technical skills to carry out their tasks are unable to establish effective collaboration with their team members, especially the more experienced ones, and indulge in purely authoritarian approaches by trying to impose their views without any real dialogue.

As in many other organisations, our institution needs to put in place an anticipatory talent identification policy to support the career development of both AD colleagues who are entitled to access management positions and other colleagues with a more specialised profile so that they can pursue their careers and be valued and recognised as experts in their field.

#### **R&D** calls for

⇒ reforming nomination procedures to ensure more transparency and fairness in access to management positions (see below);

- ⇒ setting up a genuine non-managerial career path for specialised profiles allowing for early detection of talent and enhancing the skills of these colleagues, notably through high-level training and temporary secondments to specialised organisations;
- ⇒ The reform of procedures for the nomination of senior experts.

#### R&D alongside AST colleagues



#### Stop social dumping!

The Commission must be in the position to recognise the value and reward the contribution of ASTs according to the tasks they perform.

## We are far from the mantra: the right person in the right place.

It is important to provide more access to certification. Many AST colleagues have been doing AD work for years without recognition and/or reward.

There is an urgent need to offer ASTs more career opportunities through transparent and fair procedures to be appointed as team leaders, project leaders and senior assistants.

Greater mobility must be ensured for ASTs, in particular by paying special attention to those at the end of their careers, and by offering more targeted training to facilitate their work and allow them to develop their careers.

Furthermore, AST colleagues are facing increasing difficulties due to:

- ⇒ very limited publication of vacancies, often aimed at the prospective candidate, which leads to almost no mobility;
- $\Rightarrow$  few career opportunities;
- ⇒ AST posts systematically replaced by AC or AST/SC colleagues C;
- ⇒ lack of recognition of AD tasks performed;
- ⇒ selection procedure for access to certification not very transparent and giving too much credit to the goodwill of the DG.

#### **R&D** calls for

- ⇒ the implementation of a genuine mobility policy for AST staff;
- ⇒ Consideration of all AD tasks in career development and in the promotion exercise;
- ⇒ the organisation of internal competitions allowing AST colleagues to access the AD category;
- $\Rightarrow$  the review of the certification



procedure to ensure that the selection of candidates is fairer and less at the whim of the DG, with credible appeal procedures to correct errors and abuses; reform of the procedures for the appointment of senior team leaders, project managers and assistants.

#### **R&D** alongside AST/SC colleagues





#### Stop social dumping!

The new Human Resources Strategy focuses on three strategic priorities to address the challenges facing the Commission: attractiveness, recruitment and selection, and career perspectives, with no new feature for the AST/SC category.

The perception of the attractiveness of the Commission as an employer varies according to the category at the time of recruitment. This attractiveness is certainly not high among AST/SC staff or future candidates.

Offering a career path to AST/SC colleagues is simply a necessity.

#### This can be ensured by:

A significant increase in promotion quotas: there are still DGs where no promotion quota for AST/SC has been granted since the creation of this category.

Ensuring wider access to internal competitions: the AST/SC category is the only category which does not allow officials to move from one function group to another (AST/AD). Without access to an annual internal competition, colleagues are deprived of any chance of career development. Colleagues should also be able to participate in internal competitions to progress in their current career and thus have the opportunity to strengthen the internal talent pool rather than participating in external competitions to start a new career. The Commission should invest in the human capital that is already in-house.

Clarification of the long-term vision for AST/SC and AST career prospects: as regards tasks, the distinction is often less but clearly different in terms of salary and career prospects.

The 2014 Staff Regulations normally provide for an evaluation of the AST/SC category within ten years of its creation. In this respect, the evaluation should take place in 2023 (if not earlier), which would remove any staff development difficulties imposed by the AST/SC category.

Greater mobility should also be ensured, for example by opening up access to posts in delegations.

As this is a new category introduced by the reform in 2014, their integration into the services has not always been easy.

As a result, these colleagues are often confronted with difficulties regarding the true nature of their missions and have questions about their future career development.

#### **R&D** alongside CA colleagues



#### Stop social dumping!

For our contract agent colleagues, the problem is first of all the workforce plan and the interpretation made by some technocrats within the administration, as officials and assimilated agents are registered on posts (temporary or permanent) and contract agents are only considered as "credits", while the vast majority are assigned to permanent functions.

This policy encourages social dumping and not only creates disharmony at all levels of our institutions, but above all strengthens the Member States in their desire to destabilise the institution, like a Trojan horse!

In addition to its high cost, this personnel policy has become humanly and technically unmanageable.

The institution must start by putting in place a real career management policy for our AC colleagues, including fair and transparent procedures for access to higher function groups, TA posts as well as permanent officials.

Unlocking careers, strengthening social cohesion by "screening" all positions of responsibility would ensure greater consistency and satisfaction.

The range of grades for the reclassification of contract agents should be reviewed: promotions should be faster in order to value the work of colleagues and to reinforce their motivation.

The entry grade for newly recruited CAs should adequately take into account the qualifications and, very importantly, the level of responsibility that a given post entails.

The proposal to extend the duration of the contract is a step in the right direction and will allow the implementation of a real multi-annual policy of internal competitions allowing access to the status of civil servant with selection tests guaranteeing equal treatment between candidates and the objective character of the selection.

For AC colleagues leaving the institution, the Commission must ensure that their children's school fees are covered until the end of the school year.

**R&D** has never made unrealistic and impossible proposals in relation to the Staff Regulations, with the promise of :

- $\Rightarrow$  thousands of tenure positions;
- $\Rightarrow$  granting of hundreds of TA contracts;
- $\Rightarrow$  widespread reclassification.

#### The new DGE for AC staff: i.e. how DG HR betrayed its promises and wanted to make savings on the back of the most vulnerable part of our staff!

During the negotiation of the new DGE for AC staff, together with its Alliance partners, and subsequently with all the other unions, **R&D** drew up a detailed set of specifications covering all aspects of the negotiations to be conducted and providing for all the measures to be implemented to meet the expectations of ALL our AC colleagues, regardless of the nature of their contract or their assignment to a DG, Office or Agency.

Unfortunately, the new DGEs are far from meeting all our demands and the expectations of staff. Indeed, right from the start of the negotiations, it became clear that the real objective of DG HR was far from the political commitments it had made. The real aim was to make savings on the back of the weakest part of our staff.

Thanks to the determination of **R&D** et des autres syndicats, and the other unions, some minor progress has been made. Nevertheless, much remains to be done to meet colleagues' expectations and reduce precariousness.

#### **R&D** demands

⇒ the implementation of a real job market accessible to all AC colleagues, including those working in executive agencies, allowing colleagues who have reached the maximum limit of 6 years in the Commission's DGs to put their acquired skills at the service of other institutions;

- ⇒ the organisation of a genuine career development policy for AC staff, including transparent procedures for access to higher function groups;
- $\Rightarrow$  increasing the reclassification rate for both AC 3 bis and 3 ter;
- ⇒ the organisation, on a regular basis, of internal competitions open to AC colleagues with a guarantee of recruitment of successful candidates;
- ⇒ the organisation of open competitions for the recruitment of AST/SC in order to promote access to civil servant posts for existing GFII CAs.

#### **R&D** has always been on the side of the staff of representations



**&**D has always been on the side of the staff of the representations and its representatives **are constantly on the spot** to be even more attentive to the specific problems encountered.

#### Thanks to these efforts it was possible to obtain

- $\Rightarrow$  the application of working time arrangements for all,
- ⇒ recognition of the years of seniority of local staff,
- $\Rightarrow$  the resolution of individual cases
- ⇒ defending the expectations of colleagues in the institution to become Heads of Representation by strongly opposing the extensive use of exter-

nal appointments

#### **R&D** requests

- ⇒ rebalancing the workload and adapting the resources in the performances;
- ⇒ involving staff in the event of a reorganisation of a representation;
- ⇒ restoring real equity on financial terms;
- $\Rightarrow$  providing career opportunities for CAs.



## HEALTH & PREVENTION OF PSYCHOSOCIAL RISKS



Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity (World Health Organisation definition).

Occupational health then becomes a measure to assess the well-being and working conditions of colleagues.

#### To precisely address this issue, R&D is calling for :

- $\Rightarrow$  Regulation on working time
- ⇒ Fair distribution of the workload within the department according to the respective workload data, number of worked hours, intensity and complexity of the work
- ⇒ Introduction of the Right to Disconnect
- ⇒ Establishing an occupational risk assessment reference document for each field, which will help to prevent all work-related pathologies
- ⇒ Strengthening the medical service, in particular by recruiting occupational physicians, ergono-

mists, psychiatrists, occupational psychologists, occupational sociologists, etc., and by upgrading nurses from AC GFII to GFIII, as is done in other institutions

- ⇒ Acknowledgement of psychosocial pathologies as occupational accidents and diseases
- ⇒ Development of a policy for the prevention of psychosocial risks as well as a policy for the prevention of moral and sexual harassment
- Medical examination after 4 weeks of sick leave in order to facilitate the person's peaceful return to work
- Designing specific jobs as psychosocial risk prevention officers to assist DGs and HR in dealing with any pathogenic work organisation and to support departments in moving towards a « Human » organisation

Health • Safey • Environment



5

## WORKING ENVIRONMENT

The working environment is a key element in ensuring the well-being and health of staff. This environment cannot be designed without prior study of the specific nature of the jobs and the conditions in which the work must be carried out.

#### This is why, **R&D** firmly rejects hot desking/open space and requests :

⇒ Establishment of a special compendium of "compatible occupations and tasks according to the workspace", which must be complied with for any new workspace design

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- ⇒ Accommodation of workplaces for people with disabilities or illnesses requiring special attention
- ⇒ Mandatory consultation and participation of staff in any new workspace design
- $\Rightarrow$  A « green » workplace
  - 100% reimbursement of public transport expenses
  - Catering based on a short food supply chain and favouring domestic products

# 6

## **EQUAL OPPORTUNITIES**

#### **O**n 19 July 2017, the Commission issued a Communication promoting an enhanced working environment for all : a strategy for diversity and inclusion (read).

Without a genuine equal opportunities policy, the Commission as an employer can neither be attractive nor enable its staff to evolve. This is why, through its actions **R&D** was already advocating for this strategy well before the Commission's proposal

#### **R&D** calls for :

- $\Rightarrow$  Better work/life balance
  - Promoting hybrid work by balancing telework and office presence without interference from the line manager
  - Setting clear guidelines to allow telework outside the place of employment for all
  - Providing a lump sum to cover the costs of telework
  - Establishing a Joint Committee to ensure proper application of the rules and to prevent and sanction any inappropriate decisions
- ⇒ Implementation of a diversity and anti-discrimination policy
  - Recruitment policy including procedures for better organisational justice

 Communication policy to raise awareness on nondiscrimination

Equali.

- Specific training for managers
- Respect for cultural diversity in a multicultural environment

#### ⇒Equality at work

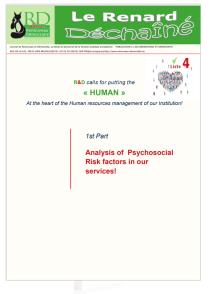
- Enabling gender equality in all positions
- Enabling talented staff to take up management positions
- Providing easier access to employment and the workplace for people with disabilities
- $\Rightarrow$  Education
  - European Schools
    - Provision of adequate infrastructure – including mid-term and long-term building policy, especially urgent in Brussels where overcrowding is about to block admissions of Category 1 students (=children of our colleagues working in EU institutions); this also applies to classes, laboratories, IT equipment, gym facilities, etc.
    - Structural inclusion of European Schools in the EU educational policies and initiatives
    - Implementing a genuine educational and outreach programme,

with a holistic school welfare approach, to ensure effective and professional management of the identified difficulties (see conferences: <u>Bruno Humbeeck</u>)

- Ensuring comprehensive special educational needs (SEN) support for children, and their families, who need much more attention including gifted students (see. <u>com. marche ou crève</u>)
- \* Support for the organisation of transport

- Childcare facilities
  - Support and collaboration with CPE Delegation
  - Greater work-life balance for educational staff
  - Optimum protection of educational staff in times of health crisis by valuing and recognising risk
  - Recognition of the hardship of education jobs End-of-career arrangements

#### more ... read « LE RENARD DECHAINE »



<u>1st Part—Analysis of</u> <u>Psychosocial risk factors</u> <u>in our services!</u>



2nd Part—We expect much more and much better!



<u>3rd Part—Professional</u> welfare focused on HUMAN management





