

INE OTOE QUESTIONNAIRE ON SOCIAL DIALOGUE BEST PRACTICES IN THE BANKING SECTOR

Please answer the following questions on national structures and processes for social dialogue in the process of changing banking sector industrial relations. Please use the English language but if you need to develop your views in your native language, please do not hesitate to do it. The emphasis in this questionnaire is on what you may consider as best practice in introducing changes in the banking sector through social dialogue, but we are also interested in any experience of collectively-agreed provision, particularly where there is active involvement of the trade-union or labour representatives.

1. Is there recent (1998-2002) experience of major changes in the banking sector industrial relations, (because of mergers and acquisitions, introduction of new technology or major restructuring) that has changed the employment levels? Please give the name and date of the Banks concerned.
2. Were these changes regulated through social dialogue between the Bank management and trade union representatives? If yes under which type of social dialogue? Information and consultation procedures, collective bargaining agreements, legislation introduced with the agreement of the employers and the trade-unions? Reference to examples would be very useful.
3. Normally EU legislation gives a right to employees to be informed and consulted and/or an obligation on employers to inform and consult. National legislation gives a right to collective bargaining. The major changes (mergers and acquisitions, introduction of new technology and restructuring, reductions of employment levels etc.) have been regulated through these mechanisms, or there has been need to recourse to other means of social dialogue?
4. What kind of representative bodies have been active in the process of major changes in the banking sector? (e.g. works councils, employee representatives, company trade union officers, sectoral trade union officers, national trade union officers). Is there provision for permanent monitoring of developments in banking sector industrial relations by any team in the trade unions concerned?
5. What is the most important aim of the various social dialogue procedures (from information and consultation, to collective bargaining and joint action e.g. for retraining and outplacement) in the context of restructuring of the banking sector?
6. On what subjects has social dialogue been more effective? Examples could include: changes in the business structure, current and anticipated developments relating to employment; planned redundancies; training; work organisation; any proposed changes to the IT of the company, work and life balance.
7. Are there any barriers in the development of social dialogue for the regulation of restructuring in the banking sector?
8. Are there any new provisions that emerged from the banking sector and were used as a guide for other sectors of the economy in the collective bargaining or the social dialogue process?

Please give examples.

9. As well as (or instead of) statutory provisions, are there any collectively-agreed provisions relating to the regulation of banking sector restructuring (this could either be at national sectoral level, regional sectoral level or at company level) that may be proposed as best practice to other countries? Please include examples if these exist.

10. Have there been any major changes to statutory or agreed provision in the area of regulation of banking sector restructuring in the past three years?

11. Is this issue a topic of debate in your country? Please include any social partner views and statements. For example, what are the views of the social partners regarding the social dialogue practice in the banking sector.

12. Please include any other information or material, which you think may be useful.

Thank you for filling out this questionnaire. Please return it, preferably by e-mail to:

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