

## Joint Meeting of the AXA EWC 1st October in Valencia



A new step for a joint meeting of the EWC to meet Spanish and Portuguese reps in AXA's offices in Valencia. Hedi Ben Sedrine thanks Daniel FOLGADO and Antonio PASTOR who took charge of the entire organization of this meeting on site.

**Replacement of 2 members of the Secretariat:** Hedi announced that the Italian delegates had consulted each other and had nominated Francesco ROTIROTI to be a candidate for the position left vacant in the Secretariat by Mario PROIETTO, who had retired. The election will be held in the college of the 5 non-French delegates from among the delegate(s) who have applied for the position..

To the question of Mario's role in leading the Assistance Network and its transmission, the Secretary of the EWC replied that the specific missions are not linked to the delegate's country but are given according to the expertise that the person proposed by the Secretary of the CEG can bring and validated by all the members of the Secretariat.

Similarly, a vote will be held on the college of the 4 other members of the Secretariat following the departure of Annie BROWNLEE.

From their part , British reps will have to appoint a new member to complete their delegation.

**AXA Banque in Belgium:** A possible sale of AXA Banque in Belgium is currently under negotiation and could affect nearly 850 employees. Probably still in the possible negotiation phase but without any official signing today. Although this subject should be dealt with locally, once the conditions of transfer are known, the Secretariat may request clarifications and guarantees for Belgian employees who would be affected.

### **AXA Banque France: Operational transformation of the model**

The subject is different. AXA Banque France is a wholly-owned subsidiary of AXA France, which was created to be the bank for AXA clients. But brokerage has brought many clients outside AXA in the real estate lending segment alone, which has ended up costing the Group a lot of money.

Over the last few years for AXA Banque France, profitability has declined.

The aim is to refocus business on AXA France's customers equipped with insurance products by relying on AXA France's distribution network and by selling the real estate lending segment externally.

On the other hand, despite AXA France's significant investments in the modernization of the IT system, the latter has become obsolete and the Group has chosen to rely on a partner for the processing of IT activities. The objective will be to reduce costs and acquire technological and IT capabilities.

**Evolution of the AXA XL project:** As a transnational entity and at the heart of the Group's topics, it is a question of updating in each country, both in terms of the implementation of the organization, as well as the social consequences or the level of social dialogue.

**November 2019 Plenary:** Patricia Nunez recalled the dates of the meetings to be held in Paris

Tuesday 26 November: preparatory meeting preceded by a buffet lunch at 13:00

Wednesday 27 November: Full-day plenary session

Thursday 28 November: debriefing meeting followed by a buffet lunch at 13:00

Employees representatives from countries belonging to the Extra-European of AXA EWC (Switzerland, Japan and Mexico) were invited to participate in these meetings in order to be able to share the Group's news and question the President if necessary.

Votes will be held for the election of 2 new members to the Secretariat according to the process already conducted in the January 2018 elections.

An evening will be organised by the EWC Secretariat on 27 November. Finally, for the June 2020 plenary meeting, Thomas Buberl decided that it will be held in the country of our Luxembourg friends.

Concerning the evening of 27 November, it will also be the occasion to celebrate the departure of Serge MORELLI from the EWC. He has been replaced since October 1 by Jean Christophe SCIBERRAS as Director of Group Social Relations, who will report directly to

Karima SYLVENT. He already has solid experience in labour relations outside the AXA Group, having held positions in this field in the Ministry of Labour, the employment division or even in large groups such as Renault or Solvay.

Through this recruitment, Hedi Ben Sedrine underlines the importance that the Group attaches to social dialogue within the EWC.

**Questions to the President:** During the last plenary session and in the spirit of focusing on spontaneous questions, the Secretary of the EWC agreed that the timing of the questions prepared was out of touch with the ever more rapid news. Themes will have to be raised by delegations to enable the President to concentrate his responses and debates on cross-cutting issues with reps . . .



**Evolutions of the CEG:** Hedi Ben Sedrine explains that evolutions are necessary for the EWC by adapting the current agreement to the new realities of European social dialogue and the transformation of the Group. The foundation represented by EWC will allow reps and local management to engage in dialogue at the good level to develop the issues. He stressed the need for a European dialogue that takes into account the different local cultures. It will also be necessary to take into account a Group that wants to be global and that must be interested in the social dialogue practiced outside Europe

## News in Spain :

Evolution of the AXA XL project: For Spain, about a hundred employees are involved in integration. No particular problems to report



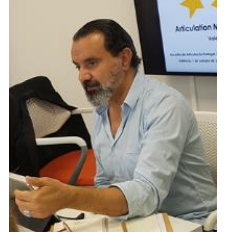
There are many negotiations underway, but the level of social dialogue is good at AXA Seguros.

Implementation of a control on point system or on hours worked outside the offices for all workers. These overtime hours must be paid or must contribute to a pool of overtime hours, common to all employees and used for specifically needs.



In AXA Assistance, Spanish reps notice a lack of communication and information on company topics and in particular on the consequences of reorganizations, which is worrying for employees.

The Secretary of the EWC agrees that the situation of social dialogue in some countries is not satisfactory and that it will be necessary to have consistent clarifications from the Management of Axa Partners.



The date of the Network meeting has still not been set for the end of the year and the feedback from reps is very negative about the interest of the Group and local management in the importance of this dialogue with the local reps. However, these could only be agenda constraints.

In Portugal, the question of employment arises through the contracts signed. Filipe RICARDO gives us good feedback on new customers attracted but remains concerned about the depreciation of the AGH contract and therefore its sustainability.



## Joint Meeting of the AXA EWC 7 October in Dublin



The Irish reps welcome Hedi BEN SEDRINE and Patricia Nunez for a new articulation meeting in Dublin of the completely renovated offices, in the spirit of the Flexwork.

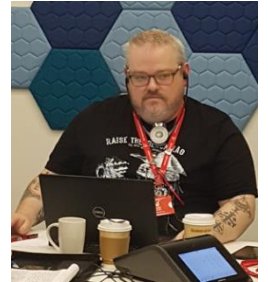
Topics on the agenda: All the subjects dealt with in Valencia on 1 October (see details above) were taken up by the Secretary of the EWC. They were commented on by the Irish reps, who were very interested in the EWC's news.

The Irish delegates agreed to stay on transnational issues and avoid having the same questions asked several times.

## News in Ireland :

Today, there are nearly 2000 employees in Ireland, including 800 employees at AXA Partners who do not have union representation. It will be important to have a look at XL's side.

The question of Brexit and its impact on Ireland, and more specifically on AXA employees, still arises. The Secretary of the EWC wishes to broaden the question on what Ireland represents for AXA in terms of business development and therefore jobs in the future, what positive or negative consequences for Irish employees? What kind of relationship will there be between Ireland and the UK?



At AXA Ireland: Renovation of the building which should last 6 months and be completed in February for the well-being of the 450 employees for whom the telework aspect is very limited. There is an outsourcing of low value-added jobs and therefore some departures. The social dialogue is judged at a good level by the reps.

In Northern Ireland, which has 430 employees in Derry, 84% of whom are union members of Unite. They are mainly call centers.

AXA PPP. The health sector from the UK is slowly establishing itself in Ireland, led by a Health Director who will have to develop this segment in Ireland on a potential market but with a local culture that prefers more face-to-face sales than via the Internet.

## Joint Meeting of the AXA EWC Octobre 8 in London



The English reps welcome Hedi BEN SEDRINE and Patricia NUNEZ for a new articulation meeting. Thanks are extended to David NEWSOM for the organization on site. David, employees representative from XL CS SE, has just joined the British delegation of the EWC.

Topics on the agenda: All the subjects dealt with in Valencia on 1 October and in Dublin on 7 October (see details above) were detailed by the Secretary of the EWC. They were commented by the English reps during the meeting.

With regard to the position left vacant by Annie BROWNLEE, the British delegates will nominate Angela DOYLE as a candidate. The



Hedi Ben SEDRINE

AXA European Works Council secretary

61 Rue Mstislav Rostropovitch  
70017 PARIS

Phone: +33 1 56 92 92 24 / +33 6 07 49 81 80



Secretary of the EWC took note of this candidature and expressed his satisfaction with the respect for parity within the Secretariat.

XL CS SE UK: The first consultations took place in February between the Management and 24 employees representatives. Full information was provided on the new business model and its social consequences, 220 posts abolished, 120 new posts and many changes in the remaining posts

This subject has been well handled by the local Rh. Very individualized departure negotiations with very favourable conditions for seniors who wanted to access retirement or early retirement but also for employees with very little seniority to guarantee equity on departures.

Despite a minority presence, employees of AXA origin have integrated very well.

The reps had to negotiate the harmonization of the agreements on the basis of those pre-existing at XL Legacy, but whose conditions were better overall.



Hedi BEN SEDRINE notes that XL is being built and encourages the English reps of the EWC to continue to exchange internally on the good practices of each party so that social dialogue is at the same level in all entities

Scot PASCALL recalled that AXA UK is working on simplification. Today, it is employees who will be transferred from the assistance (Travel) to AXA Partners. Reps are assisted by experts to study this issue in all its aspects

Angela DOYLE: Same simplification at PPP. It remains to be seen what the strategy and social consequences will be?



Chris LILLYWHITE talks about a major reorganization at Group Operations with 120 employees

Regarding the questions put to Thomas BUBERL, Scot regretted that Thomas BUBERL did not take more time to answer. Hedi BEN SEDRINE takes stock and will report back, but it is necessary to understand the Group's strategy in order to improve the relevance of the issues, even if the

reps of the EWC have made enormous progress in understanding the subjects dealt with at the EWC through the meetings organized by the Secretariat.

## Joint Meeting of the AXA EWC Octobre 11 in Antwerp



Hedi BEN SEDRINE and Patricia Nunez are welcomed at AXA Banque for a new articulation meeting with the Belgian elected representatives of the EWC. The context of the meeting is a little particular in Belgium because the employees, through the local reps, are waiting for information concerning a possible session

of the Bank to an external company, which could be CRELAN

Topics on the agenda: After having covered all the topics covered in the previous articulation meetings, the Secretary of the EWC turns to the reps to review the current situation of the local entities

Jos Verbinnen is concerned about the lack of information from local management on Axa Group Operations and points out that the decision centre is located in Paris. It would be advisable to do like AXA Assistance, which now relies on its network meetings to enable reps to engage in dialogue with management at Group level.

The Secretary of the EWC confirms that there is a request from the EWC Secretariat to build a network to allow that social dialogue is the same everywhere and that the significance of reps have to be the same in each European entity of Group Operations.



Then Franck Leys made a presentation of AXA Bank Belgium and gave some figures. He expressed real concern about a lack of communication by the Management since the emergence of rumours and articles in the Belgian media. He also notes that the potential buyer, Crelan, is much smaller than the AXA Group and will not be able to face this purchase on its own and will not be able to invest for several years.

Another important issue is the employees who have employment contracts in the banking sector and who work only for insurance at AXA Belgium and the employees who have employment contracts in the insurance sector and who work only for the bank at AXA Bank Belgium.



Belgian legislation prohibits the use of employees made available, what is the future of these employees?

Finally, Crelan's IT systems are far behind those developed at AXA Bank Belgium and therefore integration may pose a problem for the business?

Finally, the social consequences of this sale are difficult to estimate in terms of employment and the harmonisation of existing company agreements. Today Crelan has about 800 employees and 850 at AXA Bank.

Hedi BEN SEDRINE understands the concern of reps of AXA Bank Belgium and their misunderstanding in the lack of communication on the part of the Management. The closing could be signed in the next few days according to information gathered by Franck. As soon as this signature is confirmed, the Secretary of the EWC will request an item on the agenda of the Bureau and will require that the information be sent very quickly to the Belgian elected representatives concerned, whether on the banking or insurance side. It will then be necessary to define the next steps to be taken with the Belgian elected representatives to help them on this issue.



In general, and for all entities in Belgium, elected officials report a feeling of degraded social dialogue with the local management. The Secretary of the CEG assured the elected representatives of his support to return to a high quality of dialogue at AXA in Belgium.

The questions to be put to the President at the plenary meeting can be summarised as follows

- Social consequences of the sale of AXA Bank Belgium
- What about the dividend payout policy versus investment in entities such as AXA Belgium?





Hedi Ben SEDRINE

61 Rue Mstislav Rostropovitch  
70017 PARIS

AXA European Works Council secretary

Phone: +33 1 56 92 92 24 / +33 6 07 49 81 80