

## Minutes of the 24 February bureau meeting at Matignon

### Finalization of the June 2017 Plenary Report approval

The answer to a question on Denmark in June plenary was given at the September Bureau meeting. This response was backported to June's minutes with the agreement of the bureau members. The amended report was published on the EWC website at the end of the session.

### Update on ahead project



**Xavier GUELL** (Global HRBP within the Group HRD) in charge of the HR part of the ahead project, gave us an update on the progress of the project.

After recalling the past steps (more flexibility for entities to manage their business, review of financial initiatives, simplifying the group standards, which fell from 140 to 36 and become mandatory and reduction of the processes at group level), Xavier gives us the main focus for 2018 to ensure that the targets are respected, think about the mindset (on the values and the way in which they are translated into behavior) and launch “ways of operating” where entities must describe their objectives and their limits.

From a social point of view, the company takes the commitment to find and propose a redeployment solution suitable for each impacted employee. It implements the provisions of the EWC agreement on anticipation of changes. Particular attention is given to redeployment in the entities, with the set up of a coordination team at the group level.

**In terms of numbers, 220 people are redeployed between France and Spain. 55 are still waiting to be assigned.**

## Update on Belgium

An agreement on working time has been negotiated after a difficult period of negotiation. The Management agrees with our Belgian representatives colleagues to say that the adjustment period that followed the social plan was actually difficult due to the side effects of the plan: individual training having temporarily reduced the number of resources for the activity, unplanned departure of people who wished to benefit from early retirement etc ...



Actions have been put in place to overcome these difficulties : Simplification programs, outsourcing of specific tasks, awareness of well-being, training of managers etc ...

Yannick Daubleu (Belgian representative in the AXA EWC) agrees that there has been progress and regular monitoring. The period remains difficult for employees but there's an evolution on working conditions.

## Update on social dialog in Ireland and Poland

In Ireland, the Management's plan to close agencies in the North and the Republic of Ireland has resulted in classic proposals for employees : early retirement, redeployment and support for external classification in case of departure. There still is a disagreement regarding the accompanying measures. An agreement was found in Northern Ireland, but not in the Republic of Ireland, the subject becoming a local subject for them.



The EWC supports the involved colleagues particularly in the ongoing judicial procedure as part of its mission to support social dialogue. It will continue to follow this subject and ask the Management to come back on it if necessary.

In Poland, the worries of our colleagues about their working conditions can be explained by a high turn-over, an increase of the premiums in damages following a law allowing the insureds to change easily of insurance in case of increase of the prices (it increased the number of call), the merging of computer system linked to the integration of Liberty and the ongoing negotiations to harmonize the statutes between Axa Poland, Axa Global Direct and Liberty.

The support of the EWC will consist of training for Polish elected person, whose main representative is now experienced, and continue its local follow to improve the social dialogue.

## Progress on the Pulse survey

The Pulse survey replaces previous Scope surveys. It brings more simplicity and flexibility.

Melisa Waters and Cesar Salazar detail the survey results at global level and at the scope of the European Committee.

The questions asked were around the customer, the responsibility, the commitment rate and an open question to share ideas on simplification.

In 2018, Pulse surveys are going to be multiplied, and the tool will be available to entities which can carry out their own survey.



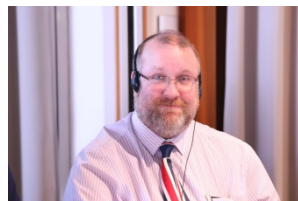
## Appointment of the deputy secretaries, treasurer, communication manager and CEEC (Central and Eastern Europe Countries) manager



Appointed deputy-secretaries by Hedi Ben SEDRINE, EWC secretary:



Bettina Cramm



Steve Blease



Daniel Folgado



Appointed EWC treasurer:

Yannick Daubleu

Appointed communication manager of the EWC:

Paul de Torres



The Secretary of the EWC keeps for the moment the responsibility of the CEECs and of the social dialogue while waiting to find the right profile to occupy it.

**Next Bureau meeting: 21 February in Paris**



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