

## Minutes of the Bureau Meeting on January 16 in Paris

Hedi BEN SEDRINE and Serge MORELLI opened the meeting by sending their wishes to all the members of the EWC.

### Group AXA Strategy updates and Phishing



**Arnaud TANGUY** (Group Security Director) began his presentation by explaining the main causes of the 2854 security incidents over a year, ranging from equipment in a building to cyber attacks or compromised data that are often the result of a lack of knowledge of security rules or inappropriate behaviour. It is therefore necessary to raise employees' awareness of the company's essential need for security in this area.

This subject is no longer a purely IT domain but also operational in risk management by identifying threats upstream and facing them very quickly with appropriate responses.

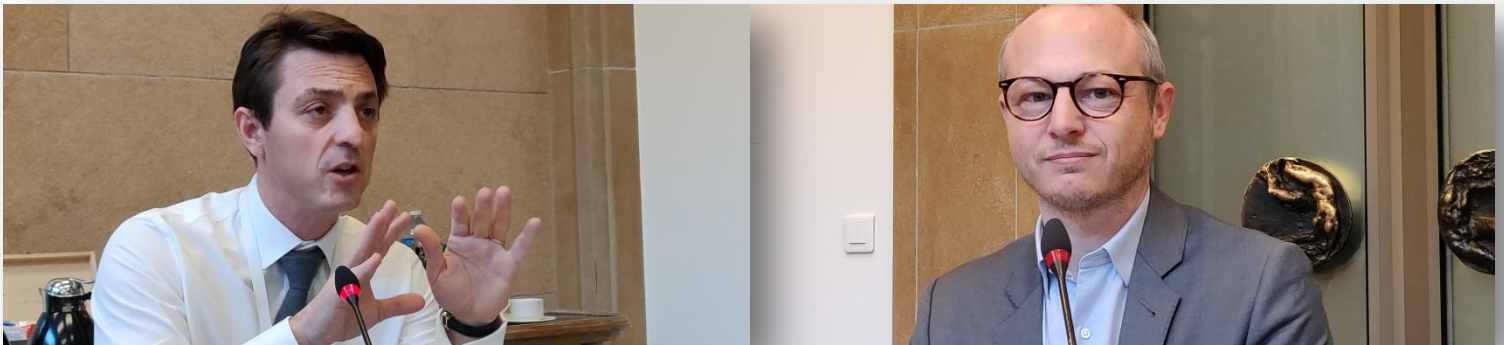
Moreover, it is now a significant customer advantage, because the relationship of trust requires flawless data protection.

Finally, the physical safety of employees, whether on the premises or travelling on business, must also be the subject of training in the safety rules they must apply on a daily basis.

**Pierre YAILIAN** (Head of Security Awareness and Behavioural Change in the Group Security Department) is responsible for raising awareness of phishing among employees. Several campaigns are launched each year to understand the different reactions of employees to this type of email attack. The results are used by external service providers to ensure data confidentiality

This security strategy is in constant evolution and the alerts and training attached to it will always have to be the subject of particular attention on the part of the company and its employees. That being said, the question arises for employees as to the time available to follow these training courses, even if they are sometimes to be carried out over a year and HR and managers must be made aware of this point.

## Point d'étape sur l'organisation d'AXA Partners



**Paul-Antoine CRISTOFARI** (Director of Sales, Marketing and Distribution of AXA Partners) presented the project to reposition the sectors and the expertise of the sales forces in particular. The main principles are maintained:

- Global approach for a single entry point
- Targeted expertise, with three main blocks: Service and assistance: troubleshooting, teleconsultation
- Specialized lines of business: Travel and credit card, consumer electronics, extended warranty, borrower.

Simplification consists in grouping marketing and business development lines to have fewer boxes (from 5 to 3) by realigning missions no longer by sector but by customer, by business and by geography.

**Michel HOUSSET** (Director of Employee Relations at AXA Partners) announced that the deployment could begin in a few weeks and confirmed that this would have no impact in terms of total number of jobs.

Management confirms that it is a question of simplifying an organization to improve decision-making speed while maintaining the quality of the expertise that already existed. These changes in workstations follow technological developments and changes in customer demand.

The members of the EWC are questioning the social impacts, particularly on employee travel and the quality of the positions ultimately proposed. They stressed the need to have presentations prior to AXA Partners Network meetings in order to allow local employee representatives to have the minimum information, to prepare in good conditions for discussions with Management and this in order to maintain a good level of social dialogue.

## Presentation of the points dealt with by the EWC Secretariat



**Hedi BEN SEDRINE presented the work of the Secretariat meeting:**

- **Patricia Nunez** is appointed Treasurer by the EWC Secretariat to replace Yannick Daubleu. She will coordinate the Treasury Commission, in which **Andréa Wolf** is already involved, to understand the elements that make it possible to draw up the lines of the EWC's annual budgets in relation to its operating mode. This should be presented to the Secretariat at the February meeting.
- Update of the Roadmap with the arrival of **Andréa Wolf** and the departure of **Yannick Daubleu**. Review of commissions with projects that are decreasing or developing according to current events
- Priority on the impacts of a Brexit for the EWC
- Exchanges on AXA XL



Next meeting: 13 February in Paris

Follow AXA EWC on Twitter @AXA\_EWC

