

Minutes of the meeting of AXA Assistance Network 19 & 20 October 2017 in Paris

On **October 19 and 20** was the meeting of **AXA Assistance network in Chatillon**, near Paris, where the headquarters are located.

Development similar to our Plenary. First day **countries delegations meeting**, with economic and social information.

Attendees: Germany (PRIMKE Jörg), Belgium (JONCKHEERE Grégory, ARAUXO Wendy), Spain (CARRILLO Julián-UGT Madrid and JAMOIS Philippe-CCOO Barcelona), France (SHINADA Brigitte- Member of the Secretariat CEG AXA, AOUAT Sid'Ahmed), Italy (SCHETTINI Angela, NATALE Giordana and FERRO Margherita), Portugal (RICARDO Filipe) and by CEG AXA (BEN SEDRINE - Deputy Secretary and myself by the Assistance Committee).

Italy: problems with sharing information. Differences in work conditions of centers of Milan (headquarters) and Roma (assistance). Capgemini (external) is in charge of IT.

Germany: 2 centers and moved 145 posts from Munich to Cologne last year. Only 5 people have accepted, the rest has agreed remunerated exit.

Portugal: 1 single center in Lisbon with 300 workers. Country economy in Chinese investors and Spanish banks hands. Bilocalization of work between Spain and Portugal, 85 workers affected. 50% of business that AXA Assistencia does for Ageas, entity that bought the business of AXA Portugal 2 years ago. The contract ends in 2018, and this is a very big risk, if it is not renewed.

Belgium: Much activity and together with Germany it forms the North Region. Important Outsourcing in Finance, Health and Claims Division to India.

Spain: Two entities in Barcelona, IPA / IPAS (most part of staff) and Madrid (new hires). Now join with Portugal (AXA Assistance Iberia). Difficult social dialogue. The company put on the table a wages agreement that has been rejected. 1202 workers between Barcelona and Madrid, not all in full time. Different union agreements for Madrid and Barcelona, and in for IPA and IPAS (Services) too.

France: AXA Partners is the management in France. Good social dialogue. Trade union experts studying change projects. Reorganization with relocation: workers who are moving to AXA Insurance. Strong business growth.

The next day was the management presentation with Serge Morelli, CEO, and Amanda Vaughan (DRH) as the main speakers.

They updated data on the Strategic Business Plan and HR. Intention to negotiate with large groups so as not only to provide them with assistance services, but also to be able to access their client portfolio and also offer these services and insurance. Geographical reorganization in progress with lines of business too. This new organization will take about 1 year to fully implement. HR mainly focused on the training and restructuring of its area. Also in managing repositions that generates the reorganization.

Finally a **questions and answers** session was opened. Mainly about the concern for employment, which management said is not affected at the moment. Also on the business in Portugal with Ageas, beneficial and at the same time dangerous if it disappears. In Italy about the merger of AXA Partners and AXA Assistance, and the duplicity between Rome and Milan, without intention of displacement of business. Also worrying about outsourcing IT in Germany and Belgium with concern of the staff for changes and complaints about time, not enough to carry out the training. HR is working to generate time for this.

