

SURVEY REPORT

Teleworking:

How the COVID-19 pandemic changed the way we work

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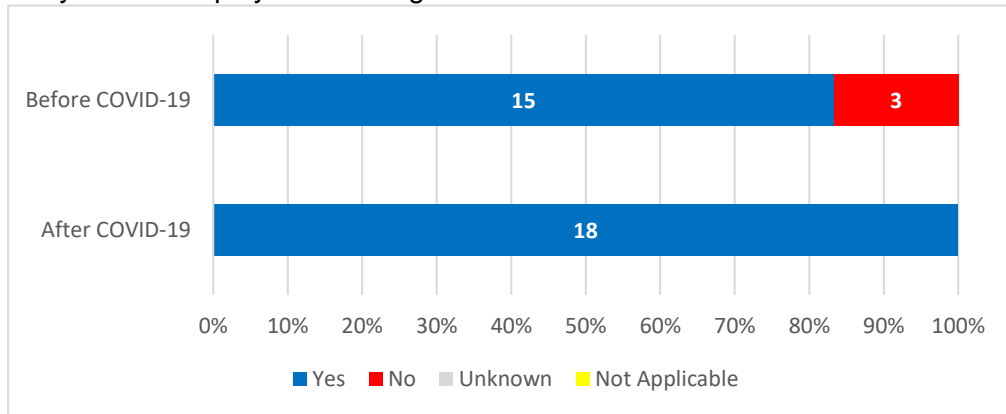
Number of Participants: 18

Austria
Belgium
Czech Republic
England/UK
Finland
France
Germany
Greece
Ireland

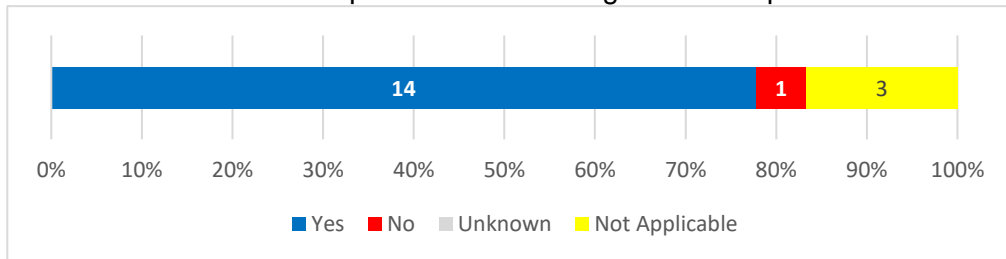
Italy
Lithuania
Luxembourg
Malta
Poland
Portugal
Romania
Slovakia
Spain

1. Teleworking in your CB before and during the COVID-19 pandemic

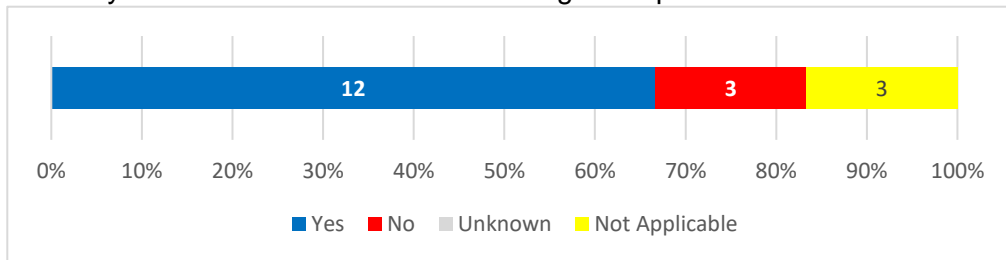
i. Did your CB employ teleworking?



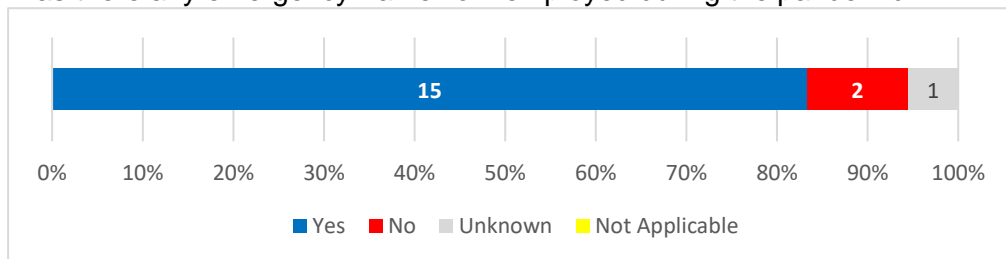
ii. Was there a framework in place for teleworking before the pandemic?



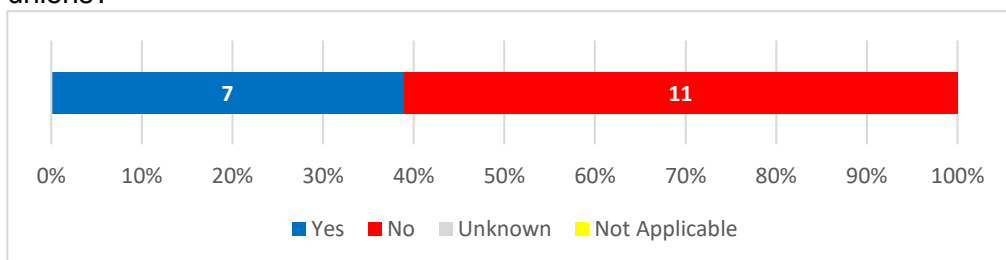
iii. Was any such framework discussed and agreed upon with the unions?



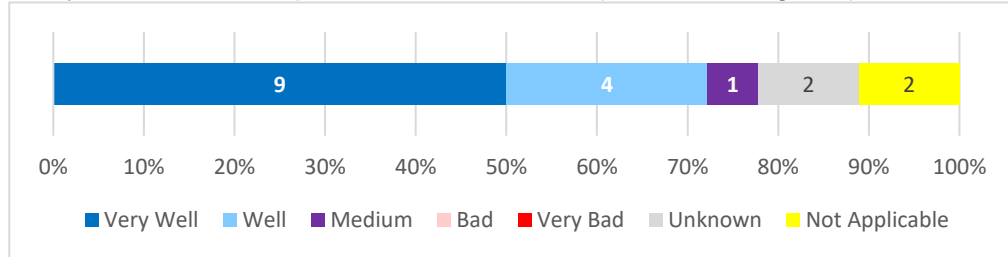
iv. Was there any emergency framework employed during the pandemic?



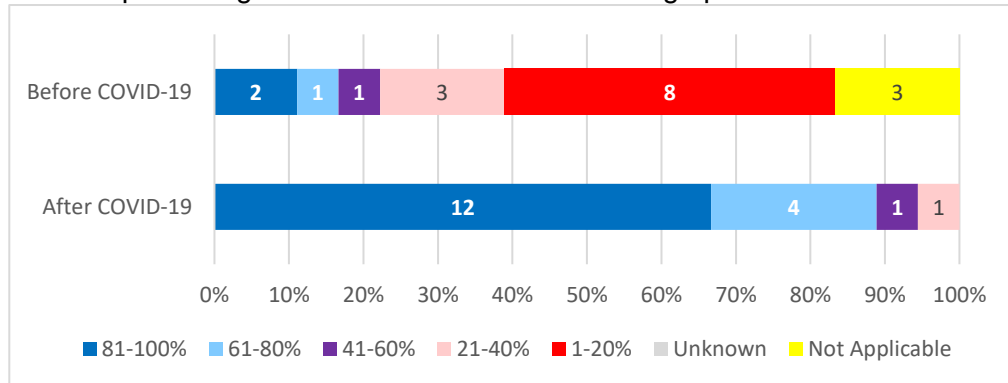
v. If so, was the emergency framework discussed and agreed upon with the unions?



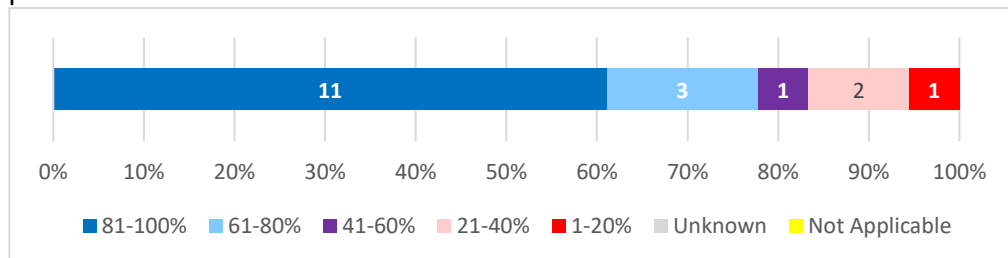
vi. If any framework was present, how well did it perform during the pandemic?



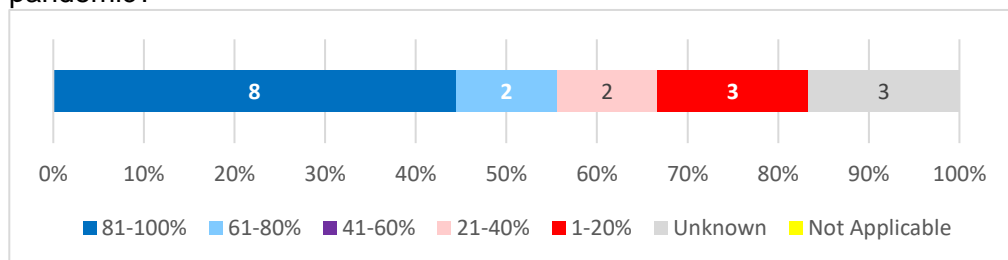
vii. To what percentage of the staff was the teleworking option available?



viii. To what percentage of the staff was teleworking mandatory during the pandemic?



ix. To what percentage of the staff was teleconferencing necessary during the pandemic?



x. What was the average age of the staff that employed teleworking?

Insufficient data was provided (2 answers or less)

xi. What was the percentage of female staff that employed teleworking?

Insufficient data was provided (2 answers or less)

- xii. Which were the main functions that teleworking was applied to?

Austria	
Before COVID-19	Studies, International affairs
After COVID-19	Nearly everything

Belgium	
Before COVID-19	IT Department Business Department Human Resources Department Financial Markets Department
After COVID-19	IT Department Business Department Legal Department Financial Markets Department Equipment & Technical Department Communication Department Human Resources Department Prudential supervision

Czech Republic	
Before COVID-19	Monetary politics, statistics, methodology in different sections, economic research - everywhere it was possible. It depends on the agreement between the head of the section and the employee (according to the rules given by the Bank), especially in case of own health problems of the employee, care about small children, ill and handicapped family members. The number of days of teleworking is limited.
After COVID-19	Everywhere it was possible (monetary politics, statistics, methodology in different sections, economic research, financial market supervision, accounting), the number of employees was maximized (at the beginning in mid-March about 75% of employees, now about 50%, because since 1 June, the ordinary work system in the Bank will be applied (in coordination with other institutions - release of strict rules set by the Czech government). The rules for teleworking are the same - only the number of days of teleworking was maximized. Teleworking is not possible in some sections, e.g. cash processing and handling, payment system, bank security and other internal or external services, so a shift system was introduced there (one half of employees at work, one half in home-office or on a paid leave (100%)) according to the Labor Code.

England	
Before COVID-19	Any knowledge worker role, though at the discretion of local management
After COVID-19	Any knowledge worker role, mandated unless there was a business case and being onsite was critical for the Bank's mission

Finland	
Before COVID-19	Meetings, project meetings
After COVID-19	All meetings, from Board Member Meetings to a small team

France	
Before COVID-19	Administrative functions such as headquarter and offices jobs for branches.
After COVID-19	Administrative functions such as headquarter and offices jobs for branches.

Germany	
Before COVID-19	Work-life-balance, to reconcile work and family life (children or elderly care)
After COVID-19	Work-life-balance, to reconcile work and family life (children or elderly care!!! Kindergartens and schools were closed!!) to protect staff and keep business running

Greece	
Before COVID-19	High level management, Supervision, IT
After COVID-19	Almost all activities except those that require physical presence

Ireland	
Before COVID-19	Teleworking was undertaken by up to 700 staff from all departments.
After COVID-19	95% of staff are working from home. Only Payments and Financial Markets are working in the Bank along with some staff from Facilities, Cash Handling, IT and Security

Italy	
Before COVID-19	Basic activities on request
After COVID-19	All activities except those that require physical presence

Lithuania	
Before COVID-19	All employees are allowed to work remotely, except: <ul style="list-style-type: none"> • those working with non-standard information systems that cannot be remotely accessed • those making financial transactions, administering payment and related systems; • those working in cash handling; • all employees of the Money Museum working with visitors; • all employees of the Security Department; • all employees of the canteen and those working in internal service administration
After COVID-19	The same.

Luxembourg	
Before COVID-19	
After COVID-19	All functions, except physical security and cashing handling

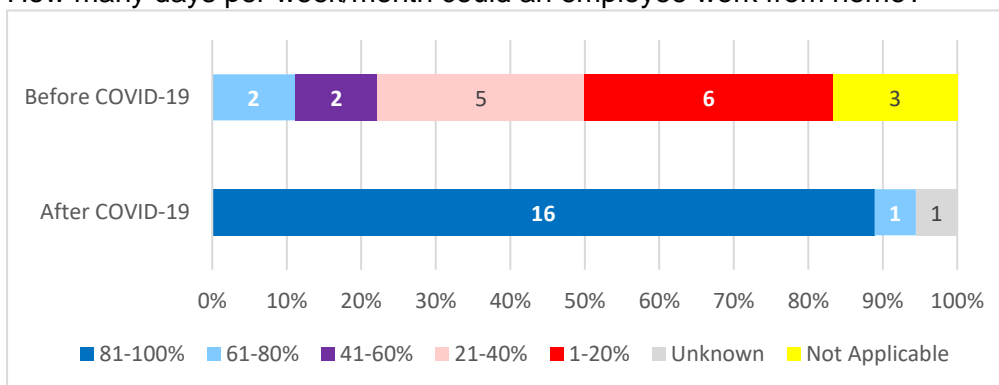
Malta	
Before COVID-19	Mothers with young children
After COVID-19	Vulnerable cases, mothers with young children, rotating weekly most employees (one week at the premises, one week from home) though not everyone was given access remotely.

Portugal	
Before COVID-19	All functions, in general, to which telework was feasible to be applied.
After COVID-19	All functions except those demanding on-site tasks, such as support tasks, markets, security, for instance. Also outsourcing was out of telework.

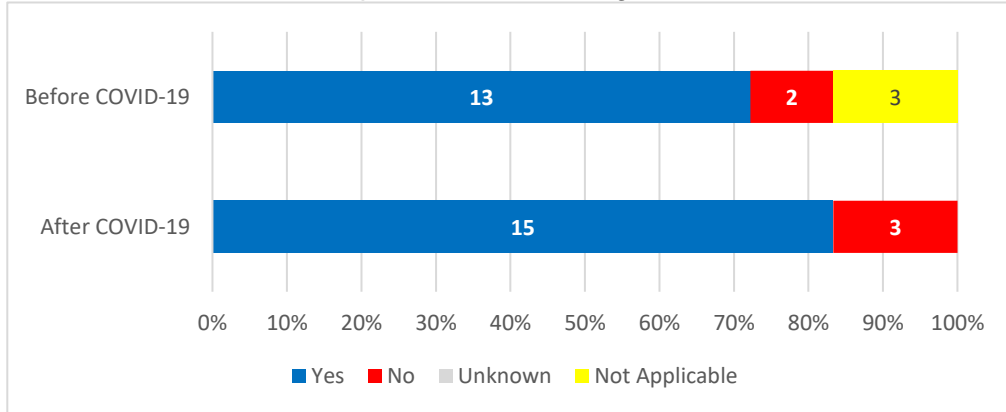
Slovakia	
Before COVID-19	IT
After COVID-19	Supervision, IT, Statistics, HR

Spain	
Before COVID-19	General Services (IT, Auditing, Procurement, etc.) and human resources 30% Supervision 23% Economy and statistics 21% Judicial services 8% Financial stability, regulation and resolution 8% Markets and payment systems 6% Branches and cash 1% Others 3%
After COVID-19	All the functions that did not require physical presence in the Bank (almost all of them)

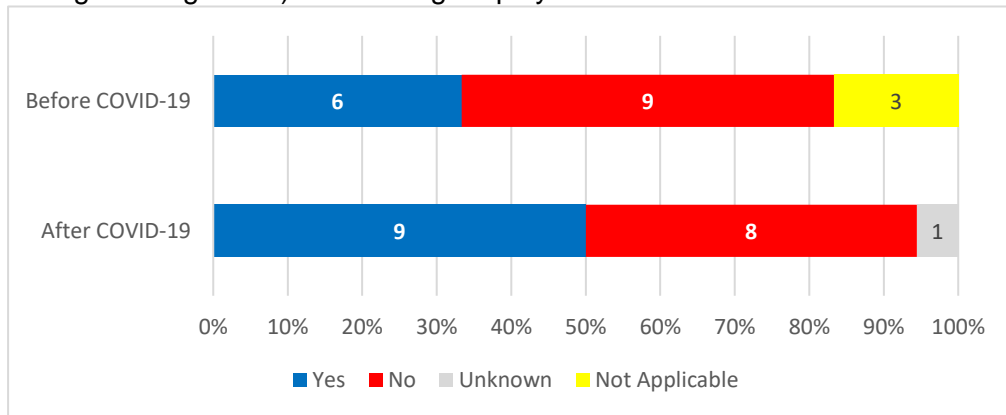
xiii. How many days per week/month could an employee work from home?



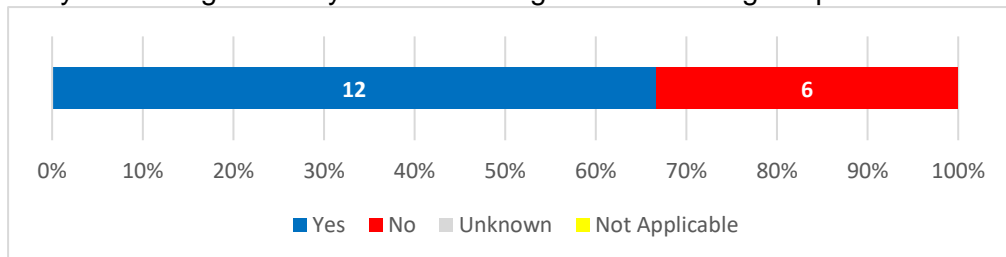
xiv. Was remote connection required for teleworking?



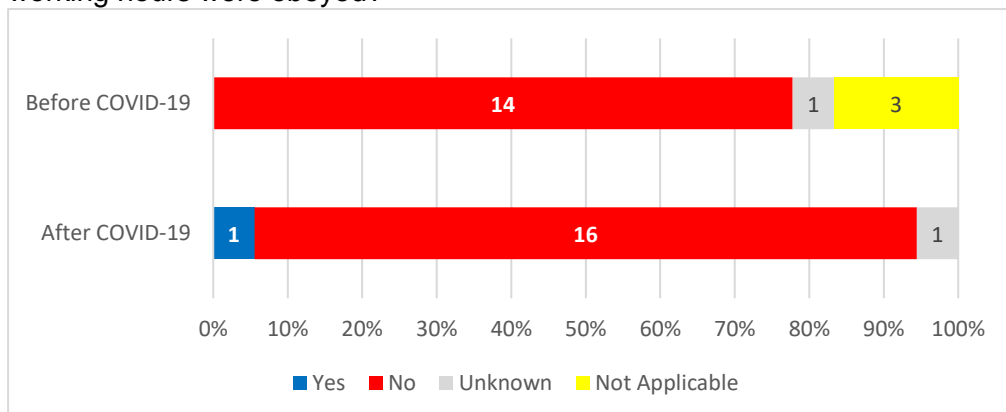
xv. Was offline (i.e. without constant remote connection to the CB's network during working hours) teleworking employed?



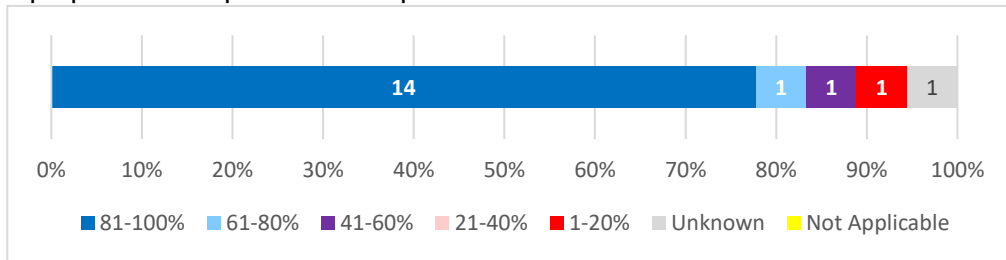
xvi. Did your CB organize any remote training sessions during the pandemic?



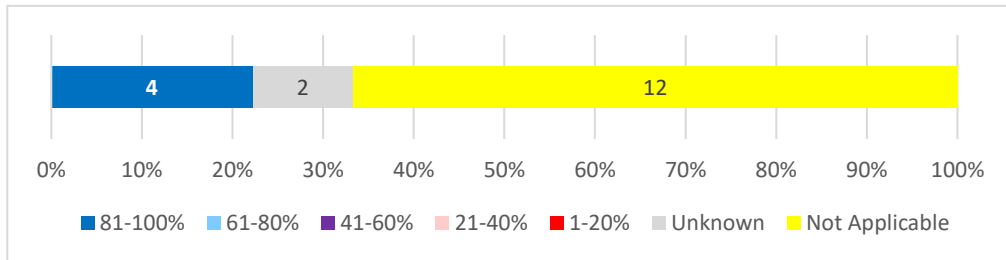
xvii. Was remote connection time to the CB's network used to verify that the working hours were obeyed?



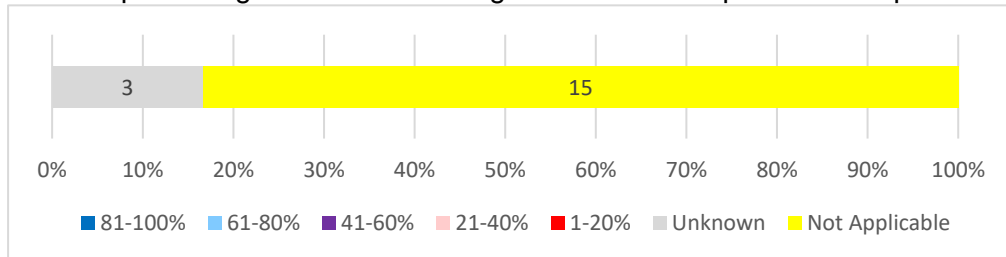
xviii. To what percentage of the teleworking staff did the CB provide for a laptop/notebook/personal computer?



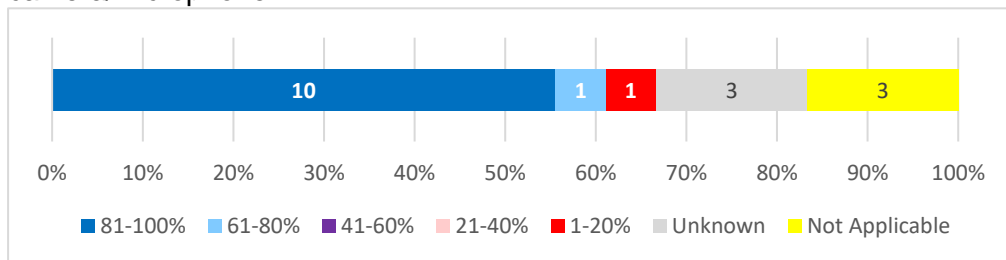
xix. To what percentage of the teleworking staff did the CB provide for a modem/router?



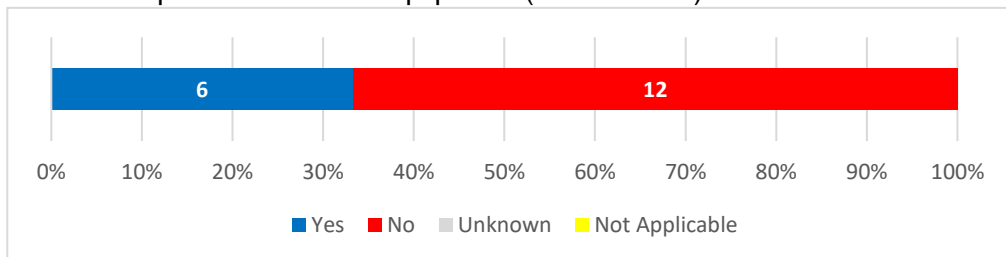
xx. To what percentage of the teleworking staff did the CB provide for a printer?



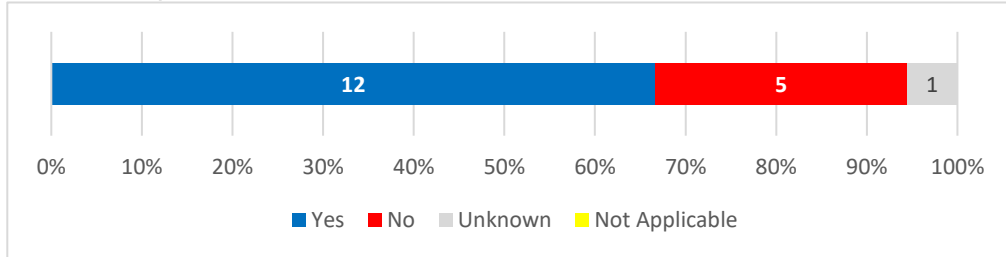
xxi. To what percentage of the teleworking staff did the CB provide for a camera/microphone?



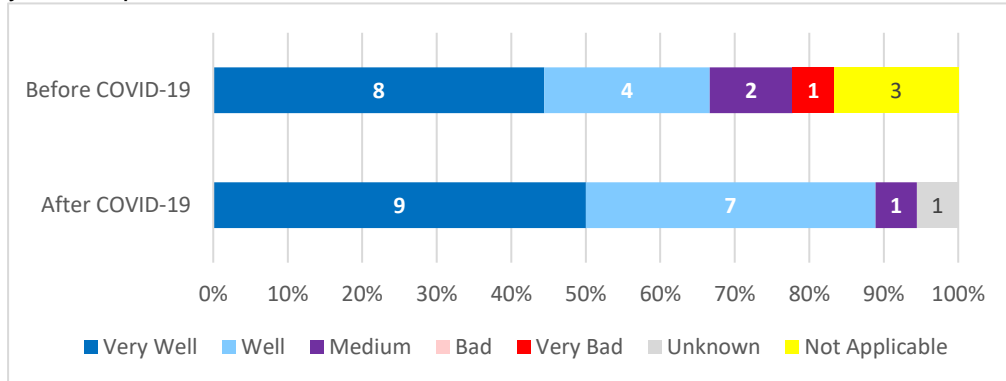
xxii. Did the CB provide for other equipment (scanner etc.)?



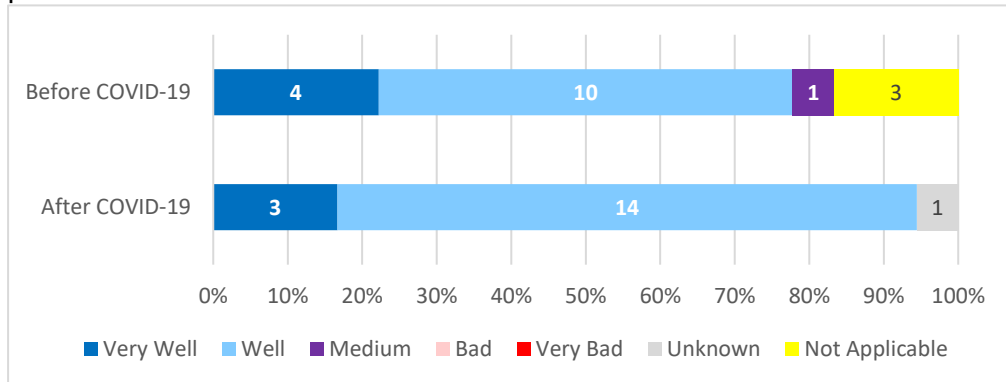
xxiii. Did the CB provide for a VPN connection?



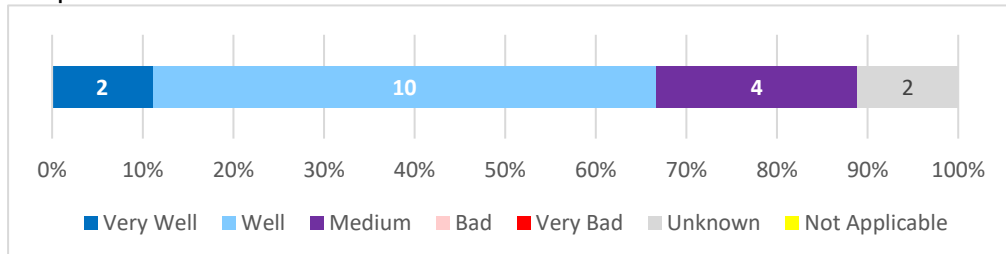
xxiv. How well did the remote communication infrastructure provided by the IT of your CB perform?



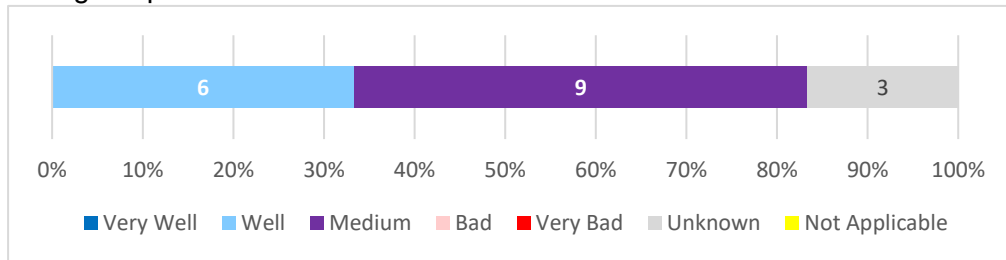
xxv. How well did the communication infrastructure of the telecom providers perform?



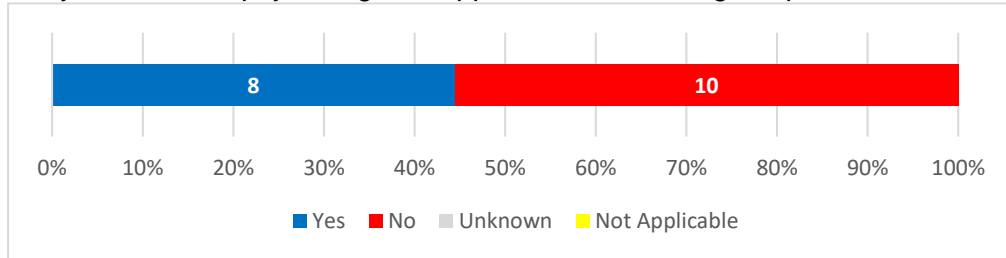
xxvi. What were the average housing conditions of staff working from home during the pandemic?



xxvii. What were the average family situation conditions of staff working from home during the pandemic?

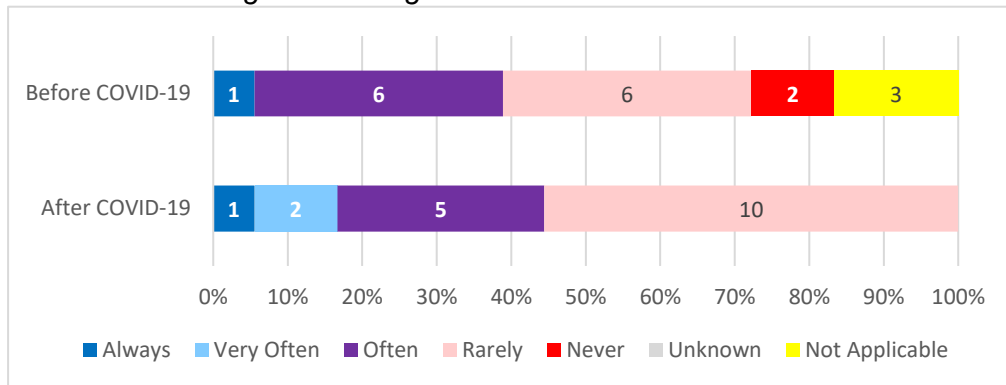


xxviii. Did your CB offer psychological support services during the pandemic?

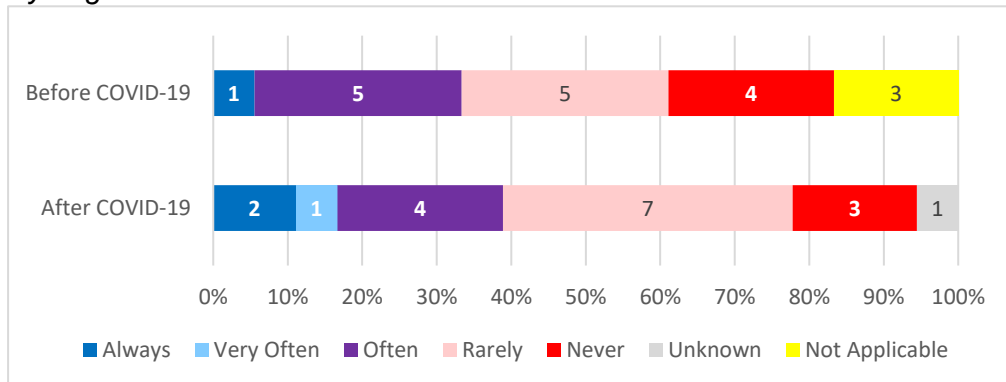


xxix. Which problems were reported while teleworking?

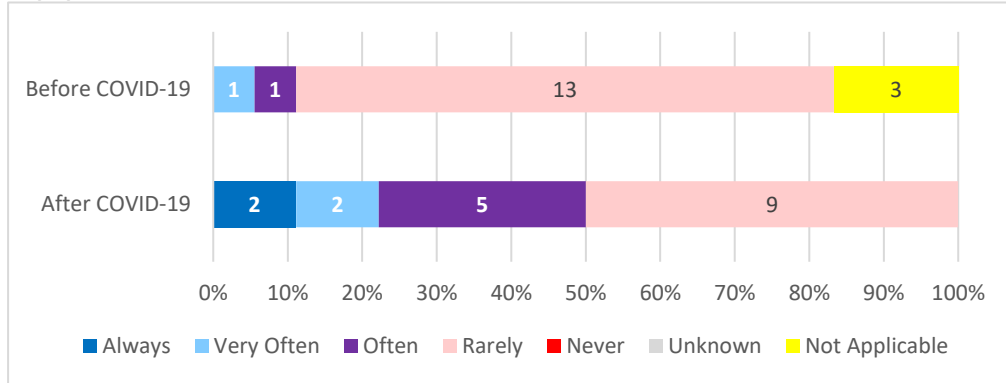
Information sharing with colleagues



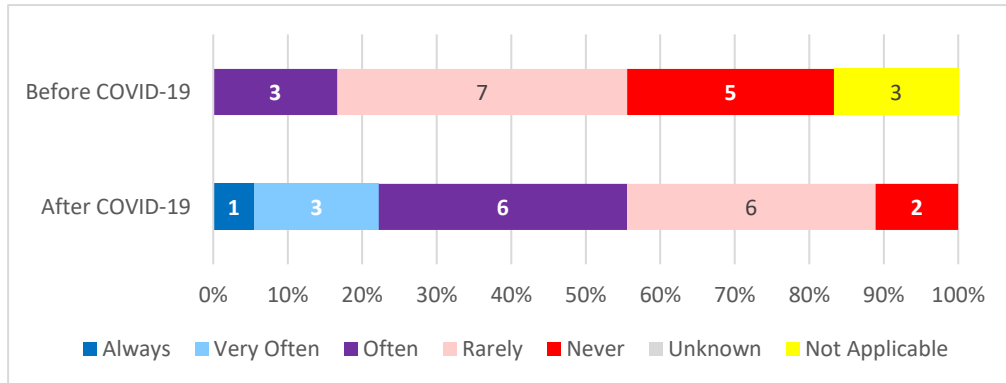
Synergies



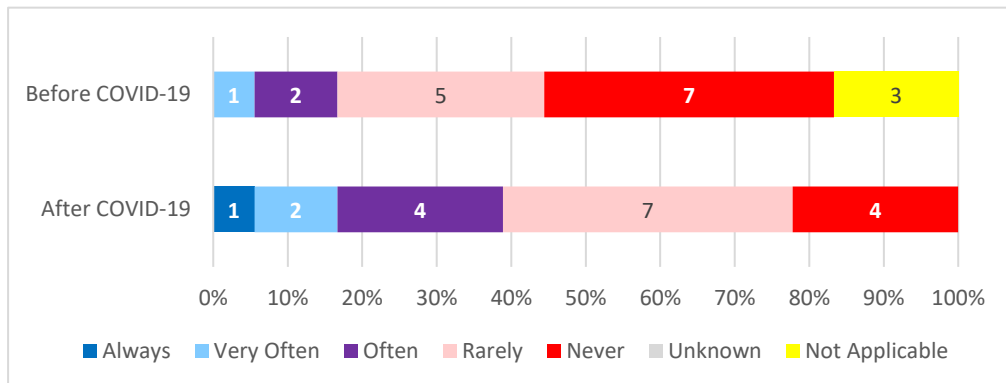
Equipment related



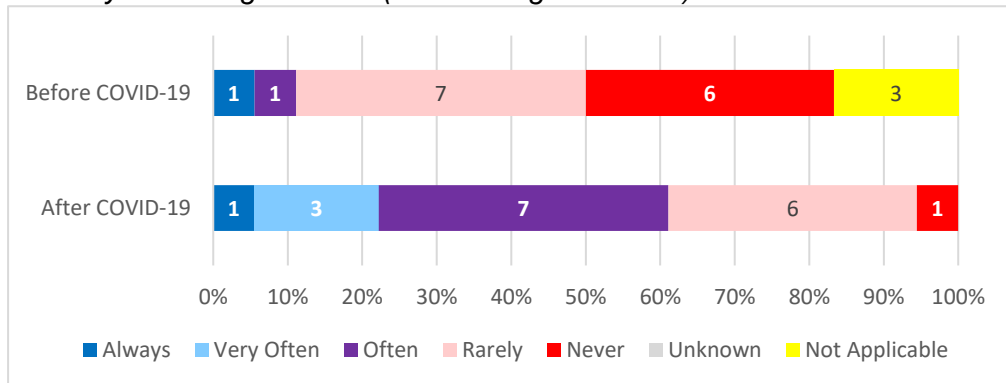
Concentration issues



Motivation issues

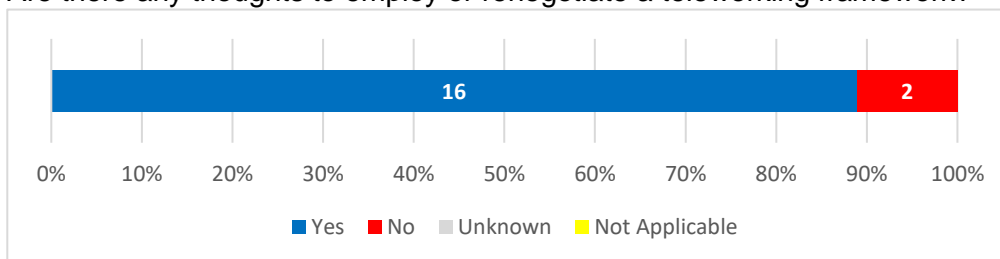


Difficulty in self-organization (time management etc.)

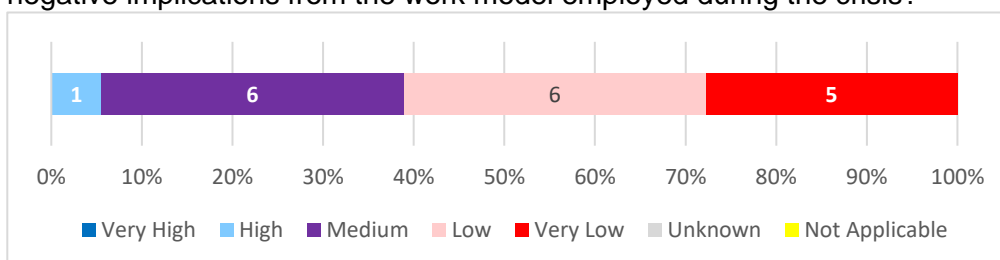


2. Future concerns

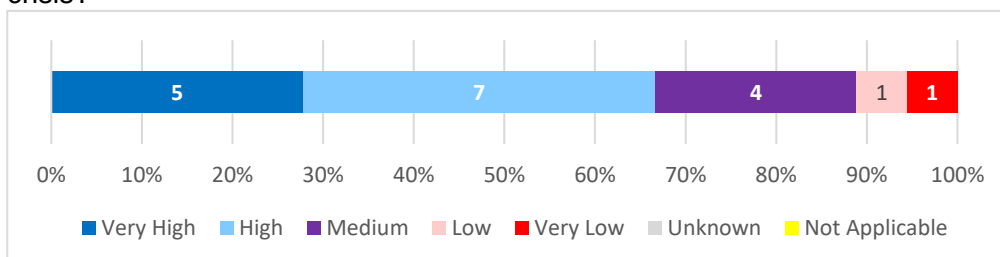
i. Are there any thoughts to employ or renegotiate a teleworking framework?



ii. To what degree are there worries among the staff about possible permanent negative implications from the work model employed during the crisis?



iii. To what degree are there aspirations among the staff about possible permanent positive implications from the work model employed during the crisis?



iv. What kind of support do your CB colleagues expect from the Trade Unions in the context of this new working environment?

Austria

There is a project on the implications of homelife on working life

Belgium

Negotiate a bonus for teleworking.

- Electricity costs
- Heating costs
- Catering costs
- Meal vouchers

Possibility to work overtime while teleworking

Czech Republic

Safety at workplaces, increase of days of teleworking during "ordinary" work system

England

The Trade Union is actively engaged with management on Teleworking and also a return to the office, though the present approach is to continue working from home.

Finland

Information sharing - like the results from this and other surveys; best practices sharing; if some CB has successfully implemented new ways to work, it would be interesting to hear from those innovations.

Also, the other way around, if a CB Staff (Union) should encounter major difficulties during or after the pandemic when it concerns working conditions etc., they should more actively share their concerns via this network. Maybe we can support.

France

Two kinds of expectations have emerged:
Negotiation of a more precise emergency framework

Teleworking weakened the link between the staff and unions as communication is more difficult by teleworking. In France, the Union communication framework is paper based.

Germany

Some expect that after the pandemic it will still be possible to make teleworking in areas with confidential data. This was not allowed before the pandemic, but it was during the pandemic.

Many are afraid of desk sharing.

Greece

A negotiation of a framework for teleworking is expected that will clarify the rights and obligations of the colleagues and guarantee that no abuses occur by the Bank, especially as far as the working hours and the right to disconnect are concerned.

Ireland

Our colleagues expect the Union to negotiate a framework that is fair to all staff. Also, they would expect the Union to assist with any problems that they encounter with the new way of working particularly with regards to expectations from Management and overloading of work.

Italy

Colleagues expect an efficient negotiation with the bank for adapting the new way of working, tested during this crisis, in an ordinary basis.
Teleworking should be allowed for more than one day per week and must be used in a flexible way.

Lithuania

The trade union should initiate a review of teleworking rules, so that employees would have more possibilities for teleworking.

Luxembourg

Achieve a successful work balance using an efficient mix of Home office and premises work.

Malta

For the CB to provide adequate equipment for staff to be able to work with, a better remote system which does not crash every so often, for operational areas / customer facing offices, to provide mobile phone or computer lines where phone calls can be made and received (as in call centers).

Portugal

The employees expect that trade unions pass on to the Board their worries and expectations concerning the future of the working environment, especially regarding the possibility of using telework more often than before the pandemic.

Romania

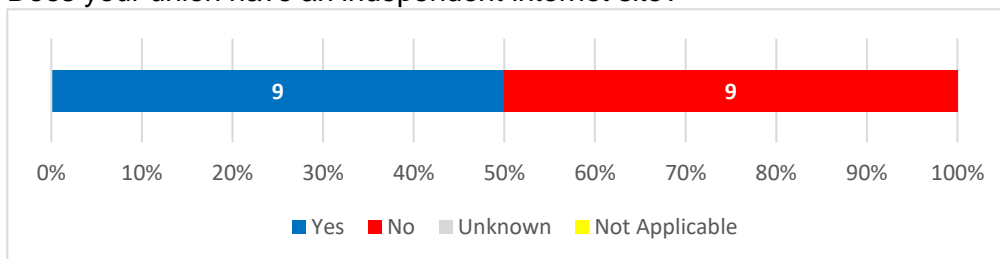
To negotiate good teleworking conditions with the management of the CB

Spain

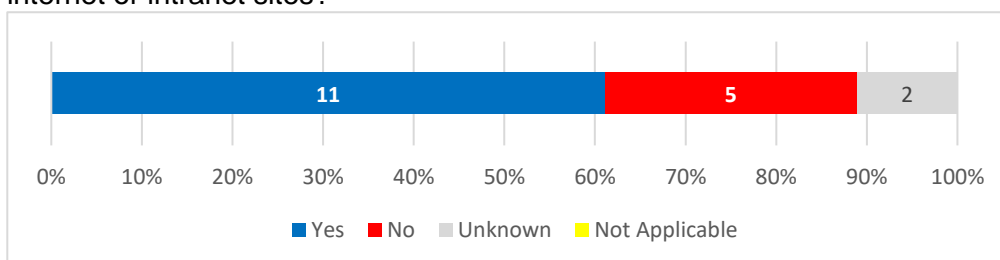
- To promote teleworking and to regulate teleworking conditions
- Support the family and personal conciliation
- To defend health prevention

3. Communication between the Trade Unions and the colleagues during the lockdown

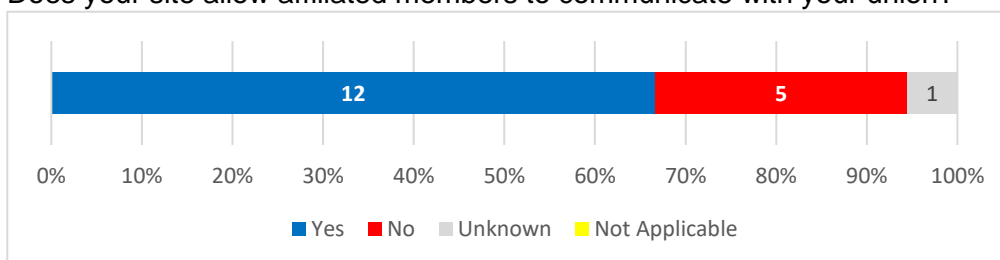
i. Does your union have an independent internet site?



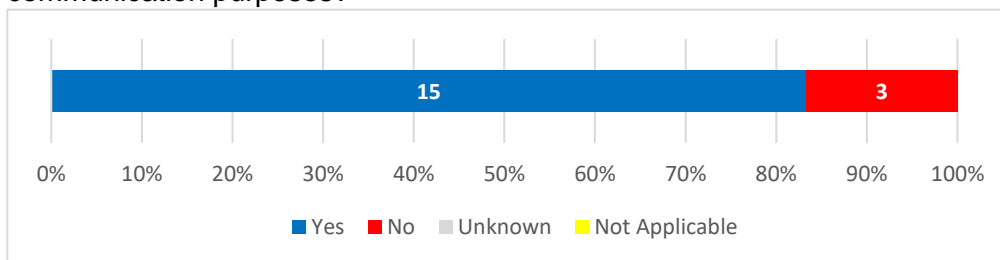
ii. Does your CB provide for the union sufficient communication space in its own internet or intranet sites?



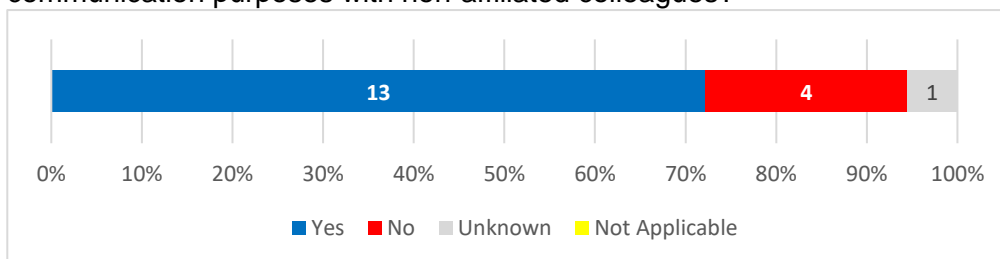
iii. Does your site allow affiliated members to communicate with your union?



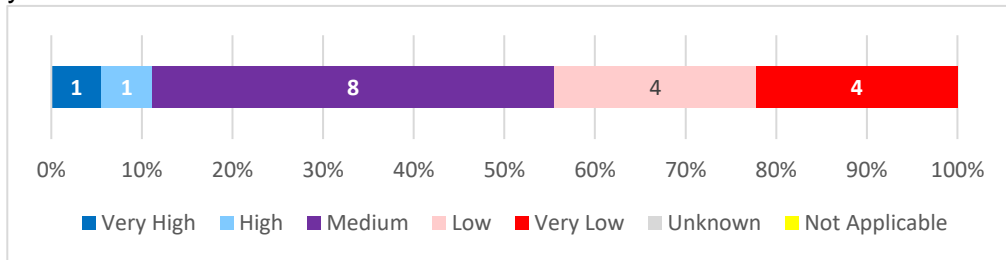
iv. Does your union maintain a database of your affiliates e-mail addresses for communication purposes?



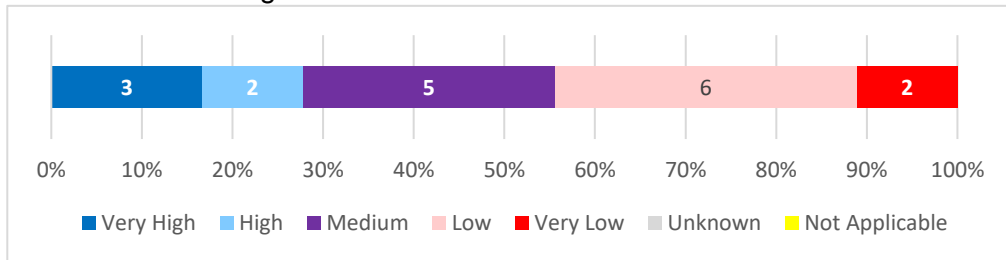
v. Does your union have access to the e-mail addresses in your CBs domain (i.e. professional e-mail accounts provided by your CB to its employees) for communication purposes with non-affiliated colleagues?



vi. To what degree did the lockdown affect your communication capabilities with your affiliated members?



vii. To what degree did the lockdown affect your communication capabilities with non-affiliated colleagues?



4. Comments or other information you might like to share

Austria

The combination of homeschooling and home office is tough. Colleagues want financial support for new big IT screens.

Belgium

We cannot send email to non-affiliated bank staff so no further communications for the last 3 months.

England

CV-19 is going to change significantly how we work in the Bank going forward and it is unlikely we will return to the previous way of working. The Trade Union is engaging with Management to make working from home 1 day a week mandatory unless there is reasons why a member of staff cannot work from home. Before CV-19 you needed to have a reason in order to work from home, now it should be the other way around.

Finland

The lockdown has been and still is an experience from which the lessons will be learned in a few years, not immediately. This is the momentum for Staff Unions to rise questions around Europe on how we can improve the overall conditions and practices in CBs when teleworking is concerned.

To compare the good and the bad and keep the best practices of teleworking/remote working. Keep it voluntary to all as a one tool to balance work and personal life. Monitor yearly what social and economic consequences the shift from downtown offices to a person's home has caused and will cause.

France

Unions are not allowed to send e-mails to non-affiliates in Banque de France

Germany

The Bundesbank has two ways of working at home

- Teleworking: staff members have to apply and therefore they get the needed equipment (including furniture, telecom) (minimum 1 day per week they have to come to their office)

- Mobile working: staff members have to state with the manager single days for working at home, they use their own equipment if they don't have any from the bank. (Before the pandemic it was limited to 20 hours per month)

Ireland

The Union used to email newsletters and updates to members and then print off and place copies throughout the bank for non-affiliated members to read. We have had difficulties with HR in the past couple of years but communications have improved in the last few months. Regular meetings are currently being held and the atmosphere has greatly improved. Both sides are acutely aware that due to the Covid 19 pandemic new ways of working and engagement need to be agreed going forward.

Malta

The Pandemic has taught us a lot of lessons, and we should not forget the experience.

The validity of Teleworking has always been underestimated and now we have realized that we could still be effective without being physically at the Bank, at least, in 90 percent of the daily tasks.

Let us hope we will go forward and not backwards when things get back to normal, and we have overcome this very ugly, stressful, and, yes, fearful time in our lives.

Spain

Information about features and percentages related to the impact of COVID in the BdE and to the teleworking have not been provided to unions in a precise way.