



MOBILE (DIGITAL) WORKING: COLLECTIVE AGREEMENT AT DEUTSCHE TELEKOM



*Telekommunikation,
Informationstechnologie*

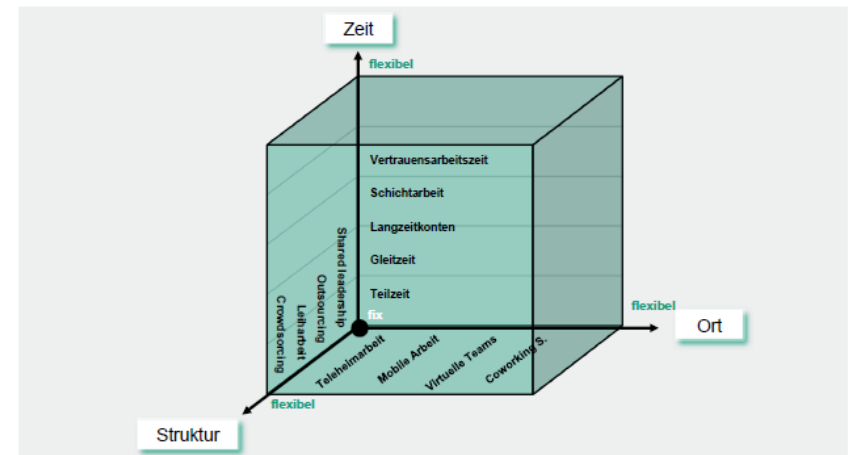
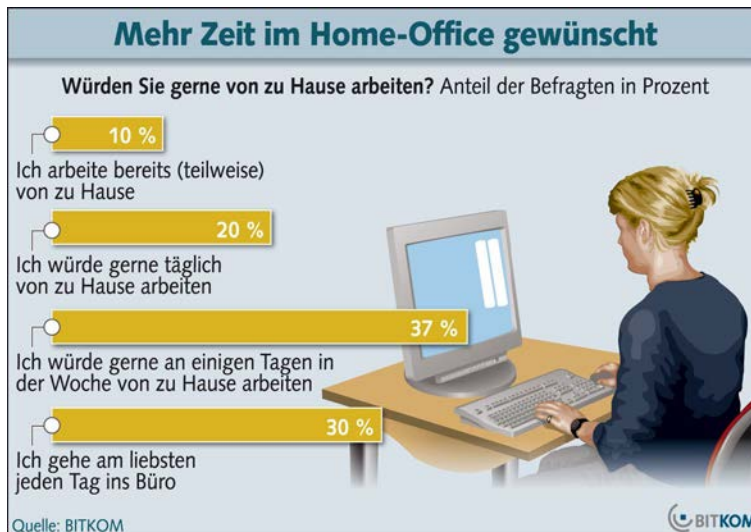
**Vereinte
Dienstleistungs-
gewerkschaft**

FLEXIBILITY

WORKING 24/7 OR MORE AUTONOMY?

Chances

- more autonomy?
- better work-life-balance?
- better compatibility of family / social life and work



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Risks

- extended working hours 24/7?
- permanent accessibility?
- performance pressure and workload increase?
- less ability to plan?

MOBILE DIGITAL WORKING REQUIREMENTS FOR WORK DESIGN

ver.di demands collective rules for mobile working

- voluntary participation
- right to be unaccessible
- ability to plan
 - defined weekly working hours
 - defined periods for mobile working
 - practicable forms of working time recording
- the right for unions to inform employees
- based on existing laws and rules – they cannot be undermined



Flexibility and security are no contradiction.

FEDERAL MINISTRY OF LABOUR / WHITEBOOK WORK 4.0

CRITERIA OF THE FOCUS GROUP (SOCIAL PARTNERS)

success factors for good work design & good regulation of mobile working

- mobile working has to be on a **voluntary** basis
- **time sovereignty** for employees
- regular times spent in the company
- adequate business organization
- **working time recording**
- promotion of competencies and skills
- **rules for non-accessibility**
- creating awareness for (preventative) health protection
- **ergonomic standards**
- **data security** and data privacy

COLLECTIVE AGREEMENT ON TELEWORKING (SINCE 1998) INCLUDES MOBILE WORKING NOW

Collective agreement „Teleworking“

— had existed since 1998, is being updated continuously

— definitions and rules for:

- alternating Teleworking (→ „Homeoffice“)
- mobile Work (→ work at a client’s location etc.)
- mobile Working (Annex 3, in effect since May 2016)

— rules for:

- unions’ right to inform employees under specific conditions of teleworking



Digitization might open up potentials and chances for employees – with clear rules and good work design

COLLECTIVE AGREEMENT ON MOBILE WORKING SPECIFICATION WITH COMPANY AGREEMENTS

Company
agreements for
**further details
& specification**

Company
agreements for
**further details
& specification**



collective agreement serves as framework:
rights, minimum conditions, and scope

COLLECTIVE AGREEMENT ON MOBILE WORKING VER.DI & DEUTSCHE TELEKOM

Who can participate?

- participation on a voluntary basis for employees
- those who choose not to participate are not to be discriminated against
- as soon as a specific department or an entire company decides to introduce mobile working, every employee in this department is entitled to mobile working
- possible individual reasons to exclude single employees:
 - special requirements due to tasks / jobprofile
 - operational concerns
 - reasons within the person of the employee
- if the employer wants to exclude someone he has to prove his decision

Fair participation rights – everyone must be treated equal.



COLLECTIVE AGREEMENT ON MOBILE WORKING VER.DI & DEUTSCHE TELEKOM

Where can employees do mobile working?

- main workplace is the company / employees should spend on average over 50 percent of their working time there
- mobile working is not to be confused with a business trip or working time spent at a client's location – mobile working means free choice of working location for employees as long as this location fulfills the required standards for data protection, availability, ergonomics etc.
- the employer can demand the presence in the company at specific times due to operational processes

Employees choose locations – this can enable better work-life-balance.



COLLECTIVE AGREEMENT ON MOBILE WORKING VER.DI & DEUTSCHE TELEKOM

When can employees do mobile working?

- mobile working is allowed Monday to Friday between 6am and 10 pm
- company agreements on the design of working times, required presence times in the company and times of availability & non-availability are mandatory
- it is still necessary to apply for overtime, weekend and night work etc.
- time recording is mandatory
- all opportunities perceived by employees to work are accepted for recording – this includes for instance working while travelling on the train
- existing laws and rules on working times must not be undermined

Collective agreement and detailed company agreements help to avoid extended working hours and permanent reachability / accessibility.

COLLECTIVE AGREEMENT ON MOBILE WORKING VER.DI & DEUTSCHE TELEKOM

Which further regulations are required?

- company agreements and defined standards are mandatory
 - to guarantee data protection,
 - for the necessary technical equipment,
 - to safeguard health protection,
 - for emergency plans in case of system failures

- right for unions to inform employees must be guaranteed,
unions need access to necessary communication channels

Good regulation for mobile working includes renewed unions' rights under the conditions of digitalization.

THE BIGGER FRAME AT DEUTSCHE TELEKOM: „INTERACTING“ COLLECTIVE AGREEMENTS

— collective agreement on **protection against increasing workload**



- mandatory recording of key performance indicators for workload and performance pressure;
- standards & structures to work out actions for better working conditions;
- defined escalation steps in case of disagreement between social partners in order to guarantee implementation

— collective agreement on **long-term working time accounts**



- overtime, surcharges etc. can be accumulated, employer adds grants for lower and middle incomes
- it is up to the employees sole responsibility to decide on withdrawal
- various ways how to take advantage of accounts

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Foto: Fotolia, eyetronic



Thank you for your attention!

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