



2nd NATIONAL WORKSHOP IN ITALY

22nd January 2024 – Rome

The 2nd national workshop in Italy was held in Rome at the CISL headquarter on January 22nd, 2024.

In its responsibility as co-applicant of the project, CISL organized the workshop with the following objectives: to implement the debate on the implementation of the European Social Partners' Framework Agreement on Digitalization and to discuss the state of digital transformation in Italian companies and its implications for trade unions and industrial relations.

Francesco Lauria, European Projects Coordinator for CISL and Fondazione Tarantelli, moderated the workshop, which was conducted in-person, 17 participants were on site, and summarized the Project's key objectives.

Ettore Innocenti, trainer and researcher at the CISL Study Center and Fondazione Tarantelli, summarized some of the issues addressed during the discussion of the first workshop related to the European Social Partners Framework Agreement on Digitalization. In particular: the importance of defining and knowing the tools used by workers and/or management; the supervisory power of trade unions and monitoring the implementation of digitalization agreements; the willingness of social partners to be part of the information, consultation, and co-management processes that are required; and how to ensure union membership in the context of remote work.

Innocenti recalled how the main way of agreement for CISL, in its relationship with business representatives and enterprises, is collective bargaining both at the company and sectoral levels.

After Ettore Innocenti's report, **Ilaria Carlino** (European Projects Office CISL-Fondazione Tarantelli) illustrated the method followed during the European Project related to the national implementation of the European Framework Agreement on Active Ageing, for the realization of a document to be proposed to the employers' part for the implementation of the Framework Agreement itself.

In the case of active ageing, given the lack of interest of Italian employers in the translation of the Framework Agreement into Italian, it has not been possible to produce a real national action plan, and a draft protocol to overcome critical issues for the implementation of the agreement was produced instead.

A draft document for the implementation of the Framework Agreement on Digitalisation was sent to all sectoral categories of CISL with a request to point out significant experiences made together with the employers' parts in collective bargaining.

Gianluca Bianco, National Responsible for CISL regarding collective bargaining, recalled how they tried to work on the implementation of the Framework Agreement within the National Economic and Labor Council.

In the case of the Framework Agreement on digitalization, therefore, the situation is not simple, so it is useful to build on experiences because collective bargaining, inspired also by the Framework Agreement in the private sector, has moved forward.

In the two workshops realized during the EFAD project, significant experiences were addressed in



their general lines and also from a methodological point of view.

The fundamental approach was the participatory one: in an attempt to pursue a path of involving people to deal with major transformations starting, with the digital one.

Three best-practice experiences carried out together with the employer parties for what concerns digitalization were illustrated.

The first case, was illustrated by **Iacopo Bernabei**, of National FeLSA CISL (an organization that associates atypical and agency workers).

Digital skills training agreements signed by FeLSA CISL for permanent contract workers with Employment Agencies were illustrated.

The courses were financed by a joint body of unions and sector employers (Employment Agencies) with the aim of enabling the worker to take training in parallel with his or her professional activity, thus:

- the worker improves his or her employability by decreasing periods of non-work
- pathways are made possible to support mobility between sectors
- the worker can become the protagonist of his or her career path

The courses explained Bernabei, developed in asynchronous mode content on:

- transversal skills
- particular relevance of digital skills.

And they provided for

- social partner monitoring
- consultative participation of workers in the evaluation and implementation of the training catalogue.

It was then emphasised that the negotiation process envisages the prospective creation of a training booklet for the recognition of skills, intending to conceive the assumption that relevant training must respond to the training needs identified in the dialogue between the social partners and the workers.

The new national sector agreement in the area of graphics workers was then illustrated. The parties shared an ongoing mapping of the sector and its transformations related to digitalisation. New contract profiles were included in the national sector agreement, starting with the social media manager.

The national vice-president of Assografici **Marco Spada** (the main employers' association in the sector) pointed out how a direct financing fund has been created for companies that implement innovative training plans in the sector, particularly related to new digital skills.

In addition, he emphasised how important it is to invest in continuous and joint training. Also thanks to the implementation of asynchronous e-learning training to create 'tailor-made' paths for companies and workers.

“The last national contract of the graphic sector- Spada emphasised - is the result of the desire to grow and update the many professions that are included in the collective agreement.”



The contract for graphic designers deals with communication in general by redefining a series of contract profiles on already existing realities in the labour market, all in full cooperation between trade unions and employers.

Thus, a permanent quarterly organism was set up for the sector observatory and, with the snapshot of the existing situation, a profound updating of contract profiles was carried out, starting with the youngest figures, but also for the retraining in the digital field of workers over 50.

The joint work between companies and trade unions was essential to have a strategic perspective.

Francesca Borrello, member of the negotiating delegation of the employer side and Hr of Italiaonline, illustrated the new profiles of the contract that innovated the profiles through the digital skills required and present on the market.

It is important, she emphasised, that workers recognise themselves in the contract profile also from an intergenerational perspective.

Some of the new profiles are, for example, the digital store manager and the e-commerce manager.

The perspective of the new contract is to provide workers with skills that strengthen their employability and enable them to a skills process that can be useful anywhere.

Stefano Boschini from National FIM CISL (metalworkers sector) presented the experiences in the metal sector of joint training in digital transformation.

The sector involves from computer scientists to workers in traditional sectors that have been violently impacted by new technologies.

In the last national contract, the social partners set up a digital portal that companies can join (by paying a fee) to offer training pills and certification of the training itself through blockchain technology.

A self-assessment questionnaire was also set up in the national contract to understand the workers' digital skills needs (DigitalMec).

The debate:

Gianfranco Brusaporci, international responsible of FISASCAT CISL (Italian Federation of Commercial and Related Services and Tourism) pointed out the issues of the use of artificial intelligence without control, in the supply chain of multinational companies, and reflected about the implementation in International Framework Company Agreements.

Alberto Kulber Taub, international responsible of FAI CISL (agro-food sector), also emphasised the experimentation of artificial intelligence tools outside Europe in order to reduce costs.

Noemi Montanari, FISTEL CISL (telecommunications) reflected on the pervasiveness of artificial intelligence in the call centers sector with a view to reducing costs, although without positive feedback from most users.

Cinzia Frascheri, Head of occupational health and safety for CISL, emphasised how we are working with individual companies to harmonise the different approach to the release of personal data at work in order to protect people by guaranteeing their privacy.

She also reflected on the possible areas of use of telemedicine in the workplace and introduced the topic of the risk of summing up the use of corporate and personal devices with the need to sign joint



Project 101051759

Initiating activities to implement the European Social Partners Framework Agreement on Digitalisation (EFAD)

co-funded by the European Union

protocols.

After a wide-ranging debate, the workshop was concluded by the CISL Confederal Secretary **Mattia Pirulli**, who emphasised how the experiences represented were very useful for the drafting of a document on the implementation of the European Framework Agreement, to start with sectoral experiences that can be put together by a confederal vision, in conjunction with the employers' organisations, and the issues related to skills and competences.