

Insurance Sectoral Social Dialogue Committee (ISSDC) Work Programme 2023-2024

The European Insurance Social Partners intend to address the following issues in 2023-24:

1. The new workplace

1.1. Telework

- Continue good practice presentations/exchanges, including of collective agreements at national sectoral / company level
- Monitor the European cross-industry social partners' negotiations on a new agreement (to be implemented via a Directive) on Telework and the Right to Disconnect
- And potentially use it as a basis for a possible ISSDC joint declaration (also in follow-up to the 2015 ISSDC [joint declaration on telework](#))

1.2. The use of digital tools and new technologies (including AI)

- Continue good practice presentations/exchanges, including on:
 - o the implementation of the 2021 ISSDC [Joint Declaration on AI](#)
 - o monitoring and surveillance
 - o data rights/protections and responsible handling of data
 - o managing hybrid teams

2. The social dimension of sustainability in Europe's insurance sector

2.1. Monitor EU regulation and ongoing dossiers

2.2. Continue good practice presentations/exchanges

3. Skills, training and lifelong learning

Good practice presentations/exchanges, including on:

3.1. attracting and retaining skilled workers in the sector

- o specifically integrating IT workers
- o also linked to the demographic challenge
- o and providing a good work environment

3.2. onboarding of new staff

3.3. investing in the sector workforce through re/up-skilling, competence development, training and LLL opportunities

- and including ensuring digital skills and training for the whole workforce

Joint declaration:

3.4. Consider a joint declaration of the European insurance social partners in these fields

4. Diversity, inclusion and non-discrimination

Continue good practice presentations/exchanges, including on:

- 4.1. the implementation of the 2022 ISSDC [Joint Declaration on Diversity, Inclusion, and non-Discrimination](#)
- 4.2. the EU social partner cross-sector project on “Eliminating violence and harassment in the world of work” – managed by UNI Europa, with AMICE

5. Mental health in the workplace

Continue good practice presentations/exchanges on this topic