



IT activities in France and Italy

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EMPLOYMENT, SOCIAL AFFAIRS & INCLUSION

Relaunching Collective Bargaining in Outsourced Services

Introduction



- Activities immersed in several changes:
 - Digital transition, platform economics, off-shoring (France)
 - But with growth in the last ten years (even in the economic crisis)

- Activities linked to a wide range of professional profiles:
 - Italy: software publishing, computer programming and data processing, hosting and web portals.
 - France: computer programming, computer systems and software consultancy, maintenance of computer systems and applications, management of computer systems



Outsourcing in IT activities

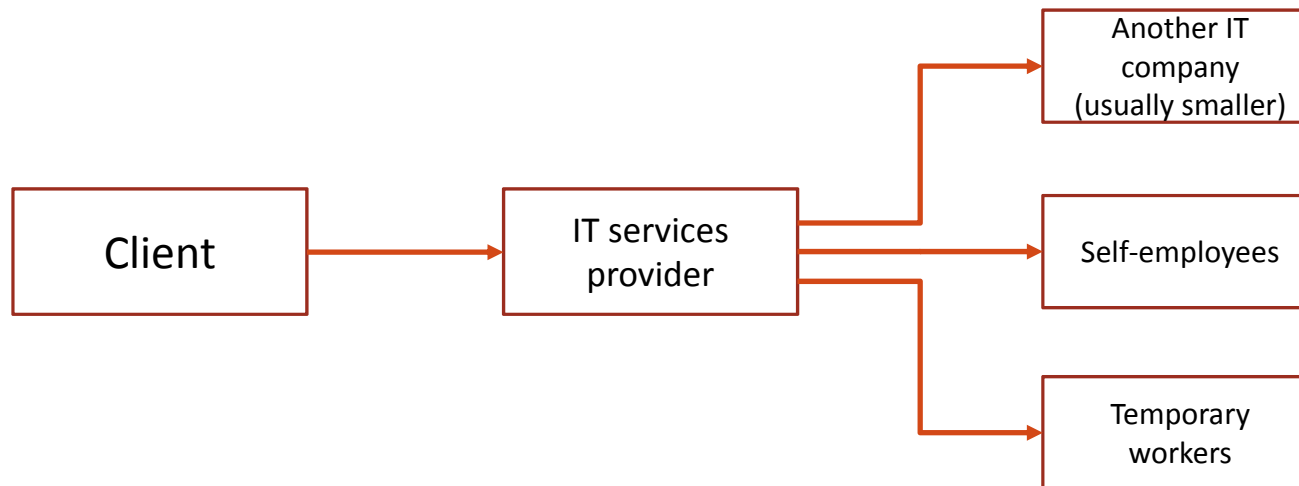


Outsourcing in IT activities:

- Support of the information system of the client by an IT services provider, with or without transfer of client resources (workers and infrastructure)
- So, we are facing two situations:
 1. The IT services provider uses its own structures, tools, workforce, etc. to provide the service
 2. The IT services provider “sends” its employees – for a certain period – working on the client’s premises. This displacement of workers can last few or several months, depending on the service required.
- Reasons to outsourcing:
 - Italy: problems of production capacity, transfer of pressures, risks, responsibilities, access to external specializations (start-up case)
 - France: cost reductions, transfer of pressures and risks



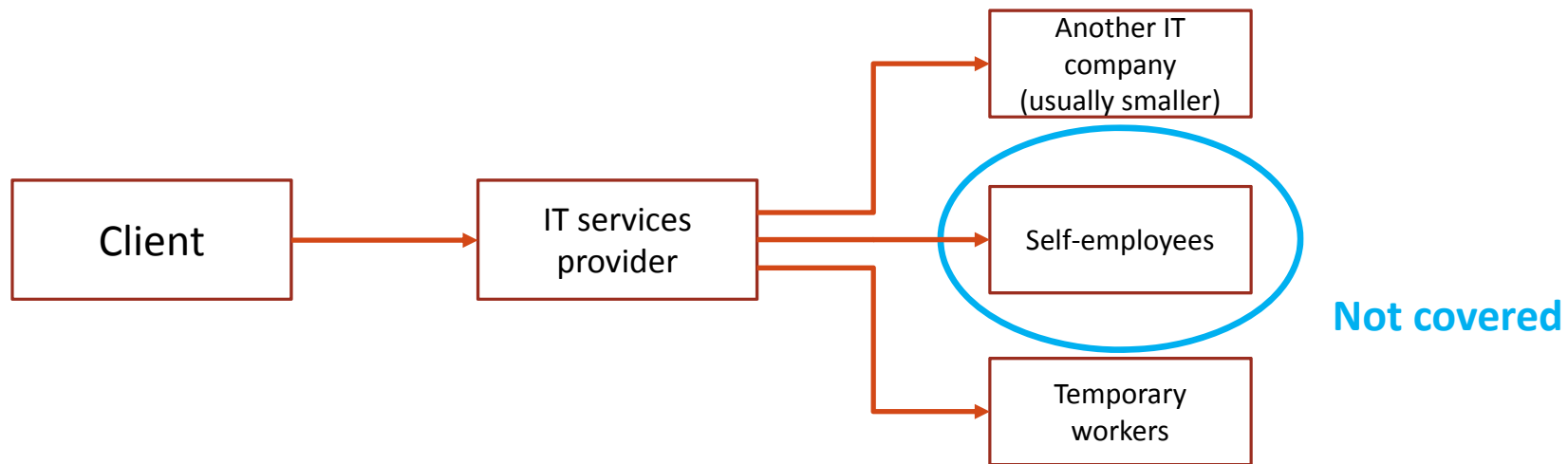
Outsourcing scheme in Italy



■ Providers:

- Main form: IT services companies plus self-employees, TAW
- Increase of outsourcing online (work through digital platforms,)

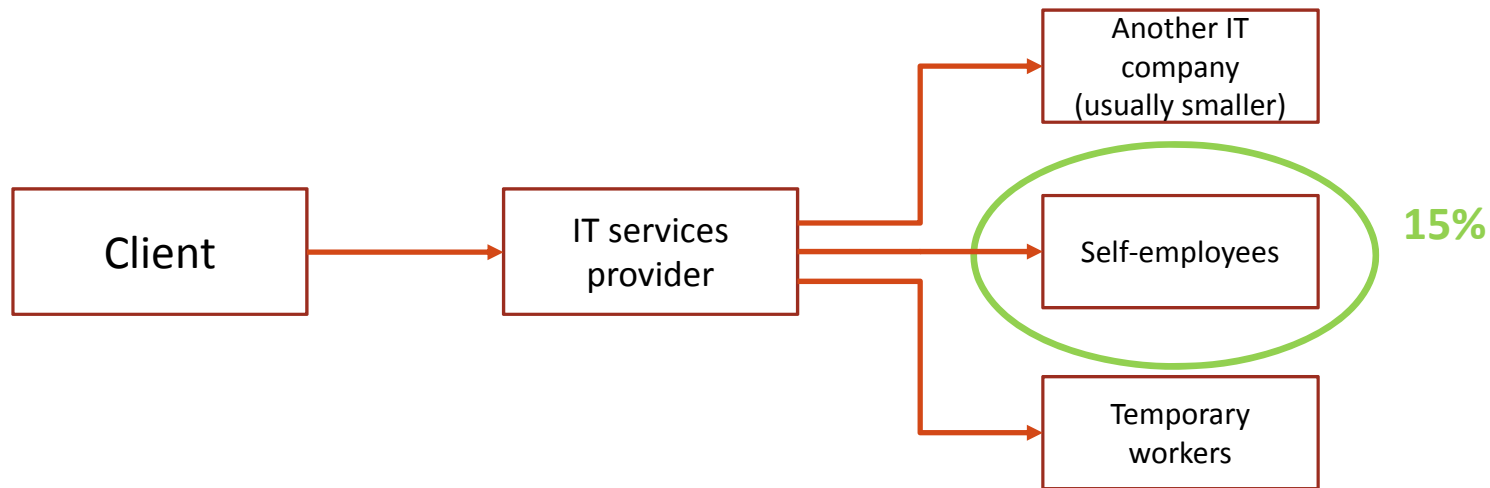
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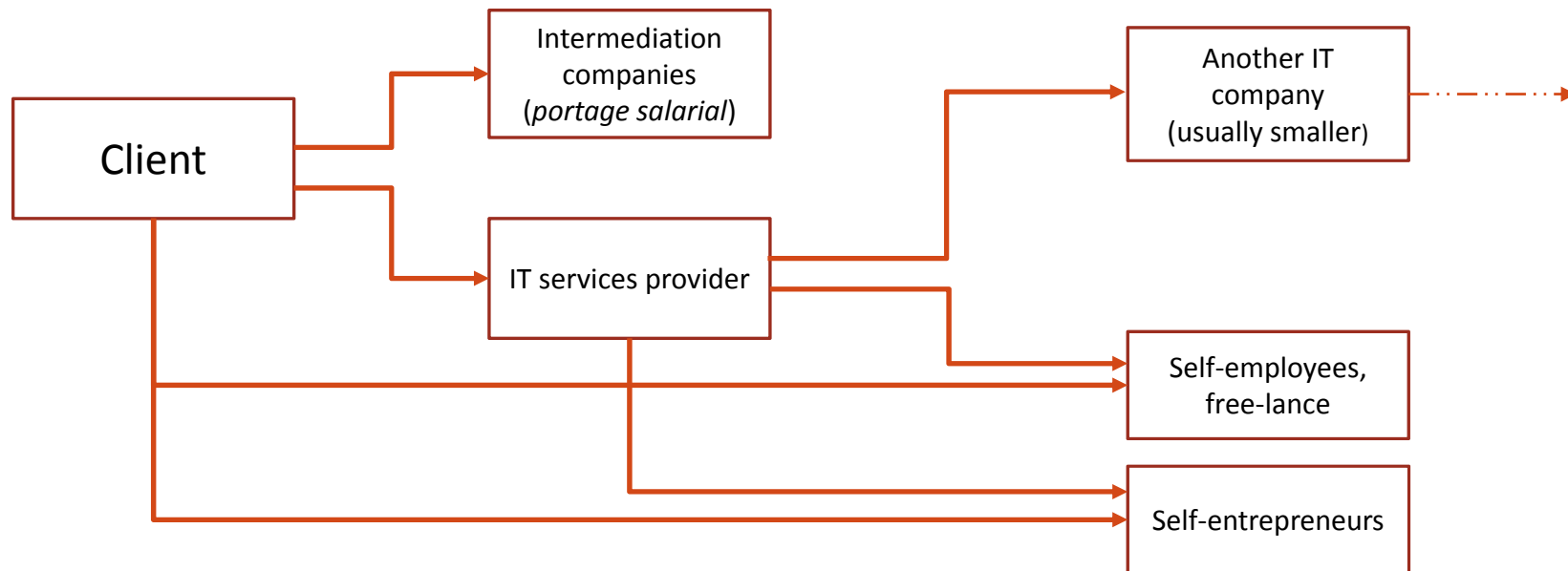
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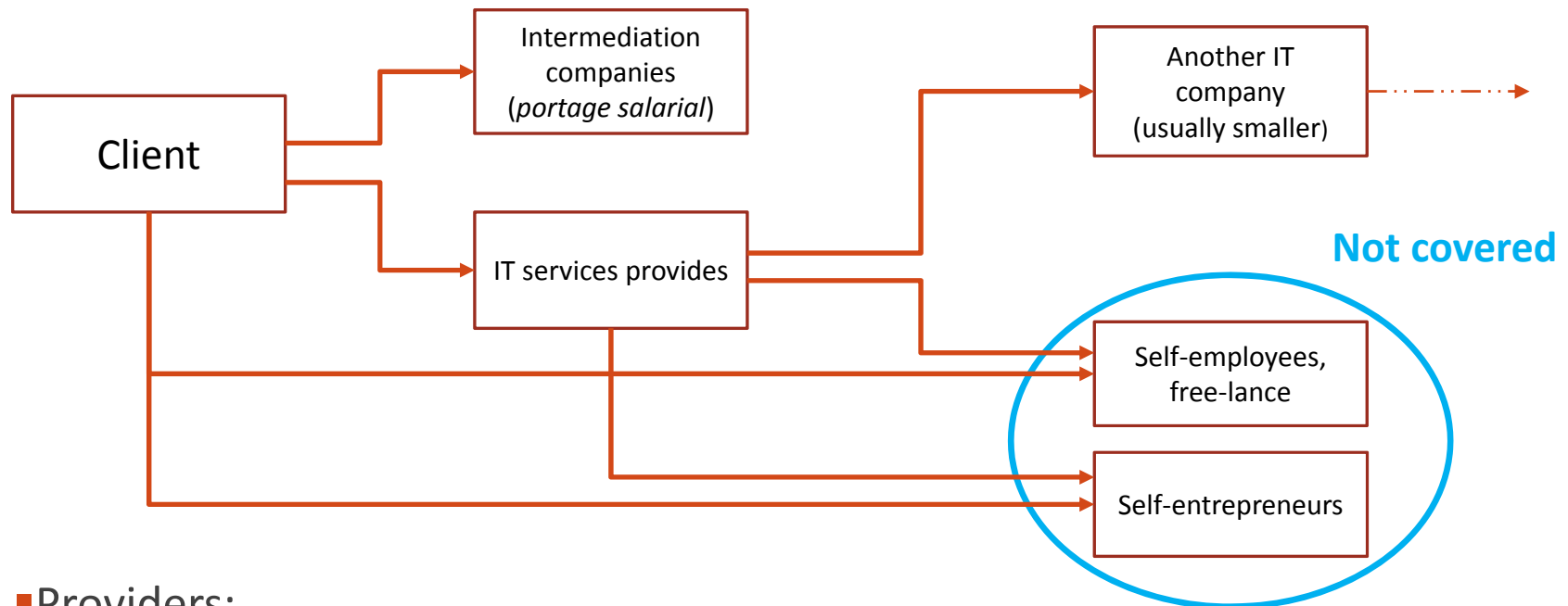
Outsourcing scheme in France



■ Providers:

- Main form: IT services companies (large international companies) plus SMEs, self-employees,...

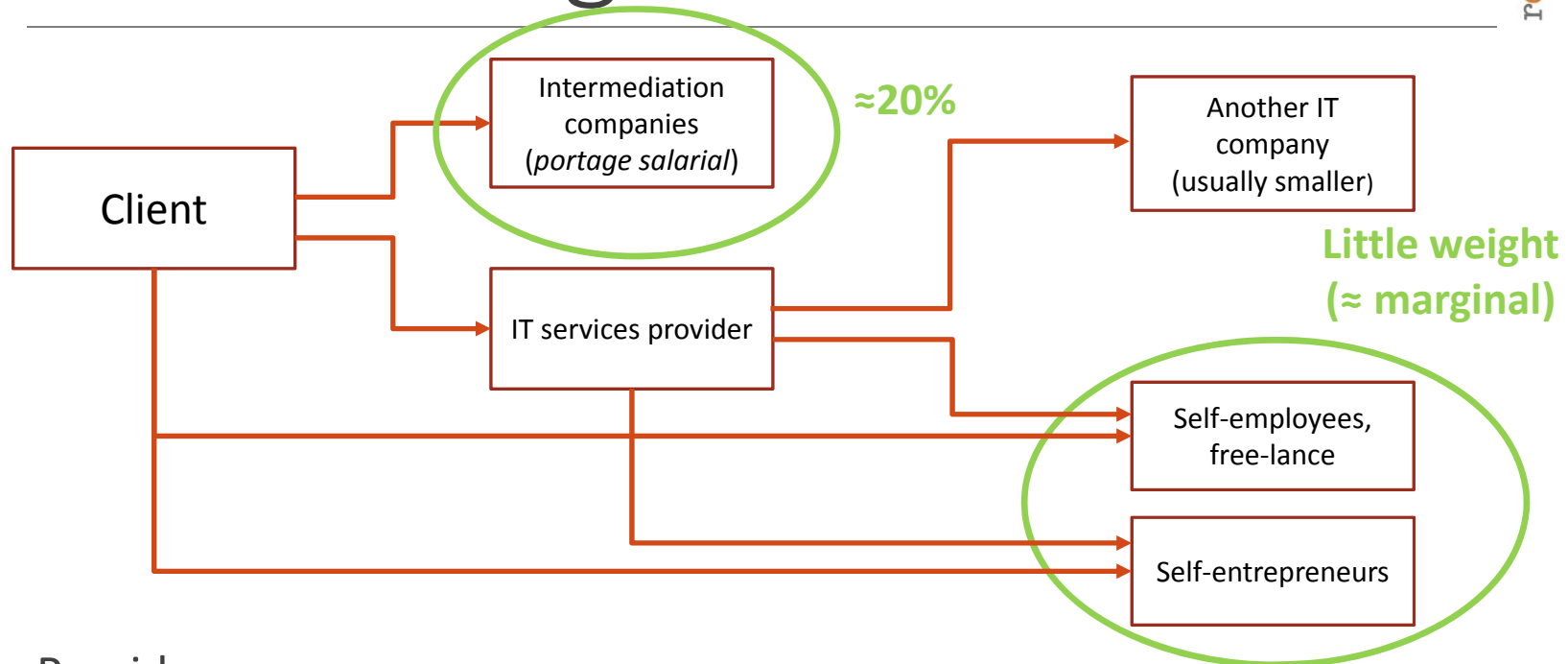
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Collective bargaining system



Two different situations:

- **Italy: highly fragmented representation of IT workers**
 - No specific collective agreement
 - Several Collective agreements according to the “history” of the company (engineering, telecommunications, trade and services agreements)
 - Several federations of traditional trade unions, structures for workers with non-standard forms of employment, professional associations

- **France: highly regulated scheme**
 - One collective agreement that include a wide range of profiles (SYNTEC agreement: NCA for Technical Consultants, Consulting Engineering Firms and Consulting Firms) 
 - Trade unions and employers organized around the collective agreement, also professional unions
 - National collective agreement for intermediation companies (NCC of *portage salarial*)

- In both cases: membership is low



Coverage problems



Main common effects of outsourcing for IT workers :

- **Workload intensification**

- Italy: Not adequate regulation of smart working, problems of working time, fair compensation
- France: addition of tasks not included in service contract, work by deadlines, excessive working time

- **Health and safety problems**

- Technostress, burn-out, exposure to electromagnetic fields,...

- **Individualization of workers** (a “common identity” among workers) and working conditions

- High mobility of IT workers among workplaces (clients)
- High fragmentation of workers in the same workplace
- Smart working, online work → higher levels of isolation (Italy)



Strategies to solve coverage problems



Italy: linked to the self-employee figure

- Debate between, and even within, trade unions around self-employees: Must they be included in a collective agreement? What kind of collective agreement?
- Unions structures to promote the creation of spaces for discussion and experience-sharing (mainly online platforms, social media, new media)
- Campaigns or initiatives to lobby/discuss their situation, “out of workplace” (social networks, on line media,...)

France: linked to the intensification of workload and individualization of workers

- Initiatives to promote a new labour contract in order to define better tasks, workload and resources
- Fight against formulas as the work by deadlines that increase the workload and can generate psychosocial risks
- Improve the articulation of the union action
- The effective application of the national collective agreement



Conclusions



High effects of outsourcing on the collective bargaining coverage in several ways:

- Outsourcing erodes the application of collective bargaining agreements
- Outsourcing hinders or makes it difficult the union action in order to better protect IT workers
- Outsourcing allows “more extreme expressions”: Smart working (IT) and offshoring (FR)



THANK YOU FOR LISTENING!!



Professions on Syntec CA



Informatique

- 58. 21Zp : édition de jeux électroniques.
- 58. 29Ap : édition de logiciels système et de réseau.
- 58. 29Bp : édition de logiciels outils de développement et de langages.
- 58. 29Cp : édition de logiciels applicatifs.
- 62. 01Zp : programmation informatique.
- 62. 02Ap : conseil en systèmes et logiciels informatiques.
- 62. 02B : tierce maintenance de systèmes et d'applications informatiques.
- 62. 09Zp : autres activités informatiques.
- 62. 03Z : gestion d'installations informatiques.
- 63. 11Zp : traitement de données, hébergement et activités connexes.
- 58. 12Zp : édition de répertoires et de fichiers d'adresses.
- 63. 12Z : portails internet.

Ingénierie

- 71. 12Bp : ingénierie, études techniques.
- 74. 90Bp : activités spécialisées, scientifiques et techniques diverses.
- 71. 20B : analyses, essais et inspections techniques.

Etudes et conseil

- 73. 20Z : études de marché et sondages.
- 70. 21Z : conseil en relations publiques et communication.
- 70. 22Zp : conseil pour les affaires et autres conseils de gestion.
- 78. 10Zp : activités des agences de placement de main-d'oeuvre.
- 78. 30Z : autre mise à disposition de ressources humaines.

Foires, congrès et salons

- 82. 30Z : organisation de foires, salons professionnels et congrès.
- 43. 32C : agencement de lieux de vente, montage de stands.
- 25. 11Z : fabrication de structures métalliques et éléments modulaires pour exposition.
- 90. 04Z : gestion de salles de spectacles.
- 68. 32A : administration d'immeubles et autres biens immobiliers.
- 68. 20B : location de terrains et autres biens immobiliers : halls d'exposition, salles de conférence, de réception, de réunion.

Traduction et interprétation

- 74. 30F : traduction et interprétation.