



# **EMPLOYEE INVOLVEMENT IN THE CHANGING WORK WITHIN THE 4.0 FINANCE**

**Sofia, 2<sup>nd</sup> – 3<sup>rd</sup> April  
2019**



# Group Santander

- **WORLD**

- Presence in Europe, USA, Mexico, Brasil, Chile and Argentina.
- 202.713 employees

- **EUROPE**

- Presence in 17 European Countries
- 94.789 employees

**Global profit in 2018: 7.810 milions €**

- Within Banco Santander: largest trade union, around 40% of affiliates; maintaining results in the last elections on February 2019.
- Within Financial Sector: largest representation in Spanish FS with around 50%.



## EWC IN THE GROUP SANTANDER

The agreement of constitution was signed in March 2005, and later on in 2012 this agreement was adapted to the changes established in the new European Directive, 2009/38/CE

CCOO is present since the beginning, as the main trade union in the bank as well as in the financial sector.

## European Framework Agreement in the Group



- **2008: Gender Equality**

- Promotion and establishment of gender equality between woman and man.
- Improving the acces to management positions for women.
- Stopping sexual harrassment.
- Prevention of labour discrimination based on gender.
- Establishment of actions to improve the balance of work and personal life.

## European Framework Agreement in the Group



- **2009: Social rights and labor relations**

The agreement talks about the Principles and Social Rights, established in the Universal Declaration of Human Rights and the ILO Fundamental Conventions.

## European Framework Agreement in the Group

- **2011: Labor relations framework for the provision of financial services**
  - Promotion of responsible sales of financial products and risk management policies, focused on the quality of the service
  - Employees will only offer the product more suitable to the needs of the clients.

## European Framework Agreement in the Group



### • 2016: Workforce Reorganization processes in the European area

- Promoting the dialogue and participation of Legal Representation of Workers, in order to find agreements.
- Considering alternative solutions such as relocation within the group
- Engagement to promote the continuous formation to improve the employability.
- Monitoring Committees for the restructuring agreements, with the Legal Representation of Workers.





What Now?

What are our  
challenges with the  
4.0 Finance?



## TECHNOLOGY IS CHANGING HOW WE ENGAGE & CONSUME



### MOBILE:

- USERS UNLOCK PHONE 80X PER DAY
- CHECK 20X MORE PER DAY THAN WE DRINK WATER



### USER INTERFACE:

- 105M SMART HOME DEVICES TO SHIP IN 2018
- 600M USING VOICE-ACTIVATED ASSISTANTS PER WEEK



### CONNECTED & INTELLIGENT:

- 20BN CONNECTED DEVICES TODAY
- 50BN IOT DEVICES BY 2020

# A NEW SET OF COMPETITORS ARE ENTERING FINANCIAL SERVICES...

Alibaba's Payment Unit Partners With First Data To Expand Alipay

PayPal's active base reaches 218M

Amazon lends \$3Bn to Marketplace merchants, banking on their growth.

Apple Pay Cash launches in beta today. Letting you send & receive cash in a text.

One year after launch, WeChat's investment fund has 10M users who've banked over \$16B

1 in 3 US millennials believe they won't need a bank at all

## Our requirements for EWC

Training in new technologies and new types of work 4.0 for employees.

Transformation of current jobs to avoid their obsolescence.

Compensation to worker's adjustment with this situation, since changes will be fast-paced.

# The Trade Unions

The Trade Unions and their members must be trained in new technologies and new kinds of work 4.0

Necessary to be able to continue reaching the workers and help them.

**Our attitude must be proactive and anticipate problems at the same time we offer solutions.**



Thank you for your  
attention

Noemí Trabado Gago