



EU-funded EUPAE/TUNED project A quality service in Central Government Administrations

European framework agreement

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Background social dialogue

- Strong legal basis - EU treaties articles 154-155
- EU duty to promote social dialogue
- Social dialogue: Information, consultation and negotiation
- Co-legislative role
- Cross sectoral social dialogue
- Sectoral social dialogue : 40+ committees including SDC CGA established in 2010
- Social partners are EPSU-led TUNED on the trade union side – 27 countries- and EUPAE for the employers – 11 countries + observers

Why a framework agreement?

- Improving image of central government
- Public services hit by the crisis: job and pay cuts in most european countries albeit at varying degrees
- Outcome of 1-year EU project
- Willingness to act
- Foundation document for the EU social dialogue committee established in Dec. 2010
- Initial plan charter  Agreement



Framework Agreement signed on 12.12.12



Available @ <http://www.epsu.org/a/9179> in French, English, German, Czech, Romanian, Greek, Italian & Spanish

Main content

- EUPAE and TUNED confirm public service values such as
 - high quality of service,
 - safety,
 - affordability,
 - equal treatment,
 - the promotion of universal access and users' rights,
 - TFEU Protocol 26 on Services of General Interest + EU charter of fundamental rights including the right to good administration, trade union rights and access to SGI

Main content

- Implementing these values requires adequate resources & effective social dialogue
- To this effect, 20 commitments regarding:
 - efficient public services,
 - a high-quality welcome,
 - equity and integrity,
 - quality of life at work incl. trade union rights,
 - communication & transparency in relation to service users and employers/employees

What does a framework agreement mean?

- Social partners commit to promoting and implementing the values and commitments included
- Not legally binding but a tool and a strong message for social partners at national level



Workers at the heart

- Quality service depends largely on work quality of public employees
- Quality of work largely depends on quality working conditions



What are quality working conditions?



Why did TUNED support the EU project?

- Raise awareness on the framework agreement
- Have impressions and comments from people directly concerned – workers, managers and users
- Collect ideas to improve quality service, good practices and not so good ones
- Concentrate on services used by vulnerable groups of the population who are also those most hit by the economic crisis and assess consequences on staff
- Help TUNED and EUPAE draft recommendations in view of monitoring of the Agreement end 2014

