Call for input regarding the ERGP’s work programme for 2021

As EUROFEDOP (European Federation of Employees in Public Services), we closely follow the evolution in postal services and its impact on employees of postal services.

In the course of years, we have noticed how, due to digital transformation, parcel delivery has become one of the core activities of postal services and that this process is only growing in intensity.

Postal companies are exploring other ways of postal delivery and, as far as the transportation of parcels from one spot to another is concerned, hire people who are no longer linked with the organisation on a statutory basis and work as self-employed. Due to their self-employed status, these people cannot rely on the organisation for matters of social protection such as sickness leave, pension insurance or any other benefit that is granted to personnel who work on a statutory basis.

We want to open the discussion on this matter and appeal to the companies’ sense of social responsibility for dealing with a situation which risks to get out of hand. Furthermore, we believe that national authorities can make an important contribution in this respect by steering the process in the right direction, by raising the matter in the context of national negotiations.

Another issue that deserves to be closely looked at and carefully addressed, is the workload in postal services. Regularly, messages reach us from European countries, indicating that employees of postal services hardly manage to cope with the work pressure they are subjected to. The quality of postal services does not only stand or fall with the extent to which an adequate service is delivered to the customer, but also with the extent to which postal staff feel at ease within the company and this has a beneficial effect on the staff’s preparedness to give the best of themselves in serving the customer.