



Republic of Bulgaria  
ECONOMIC  
AND SOCIAL COUNCIL

**OPINION**  
**on:**  
**THE EFFECTS**  
**OF THE APPLICATION**  
**OF TELEWORKING IN BULGARIA**  
**(own-initiative opinion)**

**Sofia, May 2021**

The Action Plan of the Economic and Social Council for 2021 includes the preparation of an own-initiative opinion on "Effects of the application of teleworking in Bulgaria".

The President of ESC distributed the elaboration of the opinion to the Labour, Income, Living Standards and Industrial Relations Commission.

Group I - Milena Angelova, Group II of LC "Podkrepa" - Assoc. Prof. Valeri Apostolov and Group III - Lydia Shuleva were appointed as rapporteurs.

At a meeting held on 20 May 2021 the Labour, Income, Living Standards and Industrial Relations Commission adopted the draft opinion.

At its fifth plenary session, held on 28 May 2021, the Economic and Social Council adopted this opinion.

## 1. Conclusions and recommendations

1.1 ESC found that in the conditions of the COVID-19 pandemic, teleworking contributed to the Bulgarian economy to continue to function, employment to be maintained and losses to be limited. During this period, the share of teleworkers within the EU increased from 5 to about 40%<sup>1</sup>. A study by the Council of Women in Business in Bulgaria, conducted in the period from 1 March - 8 March 2021 shows that 25% of employees will continue to work remotely 2-3 days per week, which is 7 times more than before COVID-19. Clearly, many lessons need to be learned from the pandemic to increase opportunities and eliminate the risks associated with teleworking, taking into account the economy's transition to digitalisation and more sustainable development. This would guarantee a successful adaptation of the labour market to new challenges and provide digital flexibility.

1.2 ESC emphasizes that the transition to teleworking is voluntary and reversible, organised in a way that best meets the general goals and needs of businesses and non-profit legal entities, taking into account the needs of employers, and workers, and respecting EU and national law<sup>2</sup> as well as the achievements of social dialogue, and all practical arrangements are included as part of employment and collective agreements. Given the wide variety of jobs, the best results can be achieved by introducing special measures in companies and in the workplace.

1.3 The main prerequisites for effective teleworking include the availability of the necessary technologies, equipment, skills and organisational models. ESC emphasises the need to invest in digital infrastructure and connections for all, including in local common spaces that facilitate work outside the home, as well as to improve digital skills to avoid any form of digital division<sup>3</sup>.

1.4 In order to encourage employers to innovate and invest in new methods, as well as to create new jobs with a view to inclusive employment, it is essential to provide favourable conditions for entrepreneurship and to promote digitalisation, in particular for micro-enterprises and SMEs. There is also a need for close and seamless cooperation between the public and private sectors at a practical level in the areas of digital infrastructure, education and training, health care, social services, research and innovation.

1.5 The issue of teleworking is regulated in Bulgarian law and is present in the practice of collective bargaining. With a view to updating the legislation in the light of lessons learned from the experience gained in the last year, ESC proposes to the Ministry of Labour and Social Policy, in coordination with the National Council for Tripartite Cooperation, based on analysis and report prepared by a specially formed interdepartmental working group including the social partners, the General Labour Inspectorate and other stakeholders to address issues related to the regulation of teleworking in the Bulgarian Labour Code. We propose discussion, supplementation and

---

<sup>1</sup> Eurofound report "Living, working and COVID-19". Compared to 2018, when less than 5% of employees worked remotely regularly and less than 10% occasionally, as reported by the EC 2020.

<sup>2</sup> ECA Framework Agreement on Digitisation 2020 and on teleworking from 2002, and the EC report on the implementation of the Framework Agreement on teleworking for the EU social partners, COM (2008) 412 final - <http://erc-online.eu/european-social-dialogue/database-european-social-dialogue-texts/>.

<sup>3</sup> OJ C 237, 6.7.2018, p. 8.

amendment of the provisions concerning the workplace, technical equipment and maintenance of the workplace, the organisation of telework and the Bulgarian Health and Safety at Work Act, the rights and obligations of the parties to the legal relationship.

## **2. Conceptual aspects and context of teleworking**

2.1 This opinion answers the questions and analyses the challenges related to teleworking, in terms of the organisation of working time, work-life balance among others.

2.2 ESC accepts that "teleworking" is performed in cases where workers discharge professional activities remotely, outside the structures of the enterprise and use ICT. The place where the work is done and the use of ICT are two of the main aspects of teleworking.

2.3 The EU has existing directives or rules on teleworking instruments, such as Directive 2003/88/EC on the organisation of working hours<sup>4</sup>, the Health and Safety at Work Directives<sup>5</sup>, Directive (EC) 2019/1152 on transparent and predictable working conditions in the EU<sup>6</sup> and Directive (EU) 2019/1158 on work-life balance<sup>7</sup>. The European social partners are also paying attention to this area. The framework agreement on teleworking (autonomous agreement)<sup>8</sup> was signed by the social partners in 2002 and has been implemented in the Member States in various ways, and in many of them - including Bulgaria - it has been transposed into labour law. In June 2020 the European social partners entered into a framework agreement of the same nature (autonomous agreement) on digitalisation<sup>9</sup>, covering 4 areas: digital skills and workplace security, ways to connect and disconnect from the work environment, artificial intelligence technologies and ensuring the principle of human control, respect for of human dignity and supervision. ESC considers that the agreements of 2002 and 2020 include key principles that can mobilize the positive effects and minimize the negative consequences of teleworking.

2.4 In Bulgaria, the performance of telework is regulated in detail in the Labour Code (Section VIII "b"). Additional conditions for performing work from a distance, art. 107h -107p) in 2011 as a result of the National Agreement on the organisation and implementation of telework in the Republic of Bulgaria, signed between the nationally representative organisations of the social partners on 24 November 2010. Some specific aspects and possibilities for updating the Labour Code are discussed in detail in section 5.

---

<sup>4</sup> Directive 2003/88/EC of the European Parliament and of the Council of 4 November 2003 on certain aspects of the organisation of working time, Official Journal № L 299 of 18 November 2003.

<sup>5</sup> <https://zbut.eu/direktivi/>.

<sup>6</sup> Directive (EU) 2019/1152 of the European Parliament and of the Council of 20 June 2019 on transparent and predictable working conditions in the European Union, Official Journal, № L 186/105 of 11 July 2019.

<sup>7</sup> Directive (EU) 2019/1158 on work-life balance, Official Journal № L 188/79 of 12 July 2019.

<sup>8</sup> <http://erc-online.eu/wp-content/uploads/2014/04/2006-01429-EN.pdf>.

<sup>9</sup> <https://ec.europa.eu/social/main.jsp?catId=521&langId=en&agreementId=5665>.

2.5 Teleworking has been and will continue to be the subject of collective bargaining and agreements established at national (in some cases tripartite), sectoral or company level. Collective bargaining is often carried out at the level of enterprises, but knowledge of the agreed content is less precise<sup>10</sup>.

2.5.1 The review of all currently in force sectoral and branch collective labour agreements on the territory of the Republic of Bulgaria, according to the official data of the National Institute for Conciliation and Arbitration<sup>11</sup>, shows that specific agreements related to teleworking are available only in the Annex of 7 12. 2020, to the collective labour agreement for the system of pre-school and school education D01-197 from 17 August 2020<sup>12</sup>. The agreements are primarily related to the payment of work in an electronic environment (the term "teleworking" is not used, but it is obvious that this is exactly what it is), as well as the commitment of the employer (state) to provide the necessary technical means. A full list of the collective agreements reviewed and analysed is given in Annex 1.

2.5.2 It should be noted that a significant part of the reviewed and analysed collective agreements were concluded after the announcement of the COVID-19 pandemic and the widespread transition to teleworking where technically possible. The fact that the social partners have not included teleworking clauses in the new sectoral and sectoral collective agreements should not be explained either by the specifics of the industry, nor is it reasonable to assume that the issue has been neglected. The main reason is rooted in the very good legislation on teleworking in Bulgaria, which became a consequence of the first in European history voluntary framework agreement between employers and employees, which is not applied as a directive, followed by a similar voluntary agreement between the social partners in Bulgaria and the adoption of significant amendments to the Labour Code, dedicated to the regulation of teleworking.

2.6 Teleworking varies considerably across sectors and occupations and is particularly high in the information and communication technology sector, as well as in knowledge-intensive sectors (incl. information services, science, higher education), as well as among highly qualified specialists. The industrial structure, the distribution of employment among enterprises of different size and subject matter, the share of the self-employed and the digital skills of workers are some of the factors explaining the differences and variations in the frequency of telework.

2.7 Although in order to limit the pandemic, teleworking has been done depending on the specifics and capabilities of the work concerned, where possible, not all workers are able to work remotely. Teleworking is more common in urban than in rural areas, and also among people with higher

---

<sup>10</sup> Eurofound and the ILO, "Working anytime, anywhere: The effects on the world of work", 2017, p. 51-54 (hereinafter "Eurofound and ILO").

<sup>11</sup>

<https://www.nipa.bg/%D0%B1%D0%B0%D0%B7%D0%B0-%D0%B4%D0%B0%D0%BD%D0%BD%D0%B8/%D0%BA%D1%82%D0%B4-%D0%BE%D1%82%D1%80%D0%B0%D1%81%D1%8A%D0%BB%D0%B1%D1%80%D0%B0%D0%BD%D1%88/%D0%B4%D0%B5%D0%B9%D1%81%D1%82%D0%B2%D0%B0%D1%89%D0%B8/>

<sup>12</sup> Collective labour agreement for the system of preschool and school education D01-197 of 17.08.2020 <https://www.nipa.bg/media/13566/oktd-obrazovanie-17082020.pdf>

education, compared to people with lower levels of education. It also varies by sector, being more prevalent in education, financial services and public administration and less represented in healthcare, transport, agriculture, trade and hospitality<sup>13</sup>. Recent research provides data on which occupations can be practiced remotely, but further analysis is needed<sup>14</sup>. Obviously, some professions cannot be practiced remotely, while others can only to a very limited extent<sup>15</sup>.

### **3. Opportunities and risks associated with teleworking**

3.1 With regard to enterprises, teleworking can lead to increased productivity, but can also involve some challenges for organisational culture and work organisation. From a business perspective, the use of teleworking involves a number of purposes, such as<sup>16</sup>:

- organising work based on results, with greater worker autonomy and greater responsibility for results;
- work with higher productivity and efficiency (with fewer interruptions);
- saving space in the premises/offices and the related costs;
- facilitating access to work for certain categories of workers (with care responsibilities or motor disabilities).

3.2 For workers, teleworking can make it easier to reconcile work and private life and reduce travel and work costs. In general, working remotely can allow for greater autonomy, greater concentration and productivity<sup>17</sup>. However, there is research data and feedback from employees on psychological, personal difficulties related to the lack of social contacts and normal "live" communication with colleagues, which should also be considered significant.

3.3 The above findings are confirmed by the study conducted at the end of April 2021 by "Capital - Careers" on "A year later: What are the trends in teleworkers" (Attached separately).

3.4 ESC emphasises that teleworking is a positive element in terms of sustainable development, decarbonisation of the economy and facilitating urban mobility. ESC notes that due to teleworking, the negative impact of the COVID-19 pandemic has been significantly reduced - especially in some economic activities. Its significant increase has enabled many areas of the economy to continue to function.

---

<sup>13</sup> Eurofound, 2020 Living, working and COVID-19.

<sup>14</sup> E-Survey, COVID group, salary structure study. Eurofound (2020) Teleworkability and the COVID-19 crisis: a new digital divide? ("The ability for teleworking and the COVID-19 crisis: a new digital divide?")

<sup>15</sup> It is generally estimated that around 37% of occupations in the EU can be practiced remotely (see Eurofound data).

<sup>16</sup> Eurofound and the ILO (2017), p. 51.

<sup>17</sup> Eurofound, "Telework and ICT-based mobile work: flexible working in the digital age", 2020, p. 53.

3.5 ESC recognises that teleworking can facilitate the inclusion in the labour market of some discriminated groups, in particular people with disabilities, pregnant women, single parents, whose access to employment is often hampered by structural barriers.

#### **4. Opportunities to promote teleworking**

4.1 One of the drivers for the wider use of teleworking is the belief that this form of work allows for higher productivity, greater loyalty and less turnover. In order to reap the full benefits of the implementation of teleworking and to minimise the disadvantages, ESC emphasises the need for appropriate training of employees and managers on good practices in remote management and compliance with legal and contractual rules, in particular to promote the work-life balance. It is equally important to develop universal quality social services for the elderly and children, which could help ensure the work-life balance.

4.2 Digital skills and digital learning are another important prerequisite for enabling teleworking, and according to this criterion, men are often in a better position than women - in only six Member States women perform better than men in terms of Internet skills (Finland, Slovenia, Lithuania, Latvia, Cyprus and Bulgaria)<sup>18</sup>. The gender gap in terms of digital skills increases with age.

4.3 In addition to digital skills, teleworking requires skills to perceive changes in management and work management techniques, and thus creates challenges for both workers and employers, incl. these in SMEs. Remote business and personnel management requires specific management skills, flexibility, resilience and innovative ways of organising work, as well as results-oriented rather than process-oriented management. Special training should be provided to help managers/supervisors effectively manage remote workers.

4.4 Greater flexibility and freedom in the organisation of work also requires greater responsibility and commitment from workers, as well as self-management skills and a relationship of trust between them and their managers. Several studies show that in some sectors, teleworking can be a source of productivity gains, which can be better used if managers and employees are provided with special training.

4.5 Although teleworking may increase the demand for some services, this may worsen the situation of some SMEs, where most entrepreneurs are women and who find clients mainly among women on their way to/from work. This applies, for example, to small grocery stores and other grocery stores, markets and service centres.

4.6 In order for the private sector to be given opportunities and encouraged to innovate and invest in new methods, as well as to create new jobs in a way that promotes the conditions for teleworking, it is essential to ensure favourable conditions for entrepreneurship as well as for

---

<sup>18</sup> Gender Equality Index 2020: Digitization and the future of work (Index for Gender Equality 2020: Digitalisation and the Future of Work), European Institute for Gender Equality (EIGE).

carrying out economic activity<sup>19</sup>. Successful remote management also requires close and unhindered practical cooperation between the public and private sectors. This applies, for example, to digital infrastructure, education and training, health and social services, research and innovation.

## **5. Practical problems in the application of the teleworking regime in Bulgaria and opportunities for overcoming them**

### ***5.1 Work from home and teleworking***

5.1.1 ESC is of the opinion that in the course of preparation of an analysis and report aimed at amendments to the legal framework of teleworking, due attention should be paid to home work, as a close and parallel improvement as a practice, which requires consideration of amendments and additions to this legal framework.

5.1.2 According to the permission given by the Bulgarian legislator at the moment, the difference between work from home and teleworking is reduced mainly to the means by which the work duties are performed in both types of work organisation - for the performance of teleworking it is necessary and obligatory to use information technology. At the same time, in both cases the Labour Code requires the employee to perform his work from a separate place in his home or elsewhere, but in any case permanently stationary.

5.1.3 This is not the logic of legislators in some other countries. In Germany, for example, a “home office” is a form of work performed from the employee's home or from another permanent location outside the employer's premises. In contrast, “mobile working” is a significantly different type of work in which (precisely because information technology is used and allows it) the employee can perform his / her duties from any place he / she deems fit (including places other than workplaces), premises, such as cafes, clubs or open spaces), without the need for it to be predetermined or agreed with the employer and without having a permanent character. This results in the various obligations and responsibilities of the parties to the employment relationship in both cases, including the requirements for ensuring healthy and safe working conditions, providing technical means for the performance of work, etc.

5.1.4 ESC sees opportunities to make acceptable compromises so as to further facilitate the implementation of teleworking without violating the rights of employees.

---

<sup>19</sup> Despite the fact that private business initiative is constitutionally guaranteed, in Bulgaria there are still a number of administrative burdens on small and medium-sized businesses to make this guarantee practically tangible. Problems are reported in the lack of sufficiently thorough administrative reform, insignificant tax reliefs, complex regulatory regimes.

5.1.5 At the same time, ESC considers that the current legislation needs some amendments and additions and the introduction of explicitness in a number of situations, which at this stage are not fully clarified.

5.1.6 Assuming that the initial adoption of the concept of "home office" instead of "remote working" is more likely, ESC proposes the creation of an interdepartmental working group, including specialists from various fields, such as lawyers, experts in labour organisation, social psychologists, etc. with a view to updating the regulations in the light of the lessons learned from the experience gained during the last year.

## ***5.2 Working hours***

5.2.1 ESC reminds that teleworking is a form of work, not a form of working hours. In this sense, it is necessary for the Labour Code to clearly define that when working remotely, the employee has the obligation to extend the work function within the established working hours. ESC emphasises the possibilities of teleworking to achieve goals such as work-life balance or a way to work and care for children at the same time (as is often the case now), but recalls that even teleworking is primarily the fulfilment of a contractual obligation with certain parameters. In order to achieve these goals, flexible working hours regimes, introduction of non-standard working hours and other forms of organisation of working hours provided by the legislation may be applied.

5.2.2 At the same time, the legislation should also reflect the latest EU requirements on the right of the worker to leave the work environment. The employee may not be obliged by the employer to answer calls or e-mails or in any way to be engaged outside the working hours established for him or her.

## ***5.3 Accident at work***

5.3.1 According to ESC, the issue of the introduction of adequate and applicable criteria for distinguishing between an accident at work and a domestic accident occupies a very important place in both work from home and distance work. At the moment, we do not have any regulation of the issue in the legislation and we consider it necessary to adopt one.

5.3.2 According to the practice of the courts in Germany, an accident that occurred during or in connection with the exercise of the job function must be considered an accident at work. For example, it is assumed that climbing the stairs at home to go to the room from which the work is performed is an activity related to the performance of work duties, and if the employee falls down the stairs and is injured, it will be an accident at work. At the same time, if an accident occurs while the employee is making coffee, this is not considered by the German courts as an accident at work because it is not related to the performance of the work.

5.3.3 However, even in the given examples, the issue can be controversial and not at all easy to resolve. Ultimately, the approach is taken that in case of doubt, the employee should prove the connection of the activity in which the accident occurred with the work activity he performs for his employer.

5.3.4 Along with the adoption of an adequate legal definition of an accident at work, one could think in the direction of adopting some forms of insurance against the risk of accidents to employees at work at a distance or at home, at the expense of the employer or in sharing the costs of the insurance premium. According to ESC, this could be a workable solution to the problem.

#### ***5.4 Protection of personal data and protection of confidential information***

5.4.1 When working remotely, the issues of personal data protection and the protection of confidential company information are of particular importance. This requires the creation of normative preconditions for raising the awareness of the employees of the seriousness of the issue and the scale of the consequences that may arise in case of breach of the obligations for protection of the confidentiality of data and information.

5.4.2 The topic is very delicate, on the one hand because possible violations are difficult to prove, and on the other - because of the long-standing understanding in the case law, (which, incidentally, we share) of invalidity of clauses with significant sanctions and clauses restricting the right of employees to intervene in employment relationships with competing companies for a certain period after the termination of their employment contract.

5.4.3 Although not easy, but balanced solutions could probably be found - both related to the prevention of such violations and the introduction of adverse consequences of a proven violation. For example - the intentional misuse of company information to be explicitly defined as a violation of labour discipline, which is grounds for disciplinary dismissal.

5.5 Communication between employees and the employer. Undoubtedly, the introduction of a teleworking regime raises a number of issues related to communication and the exchange of documents between the employer and the workers. Particular practical problems are created by the signing and submission of applications and permits for leave, business trip orders, reports on office expenses, etc. which are part of the daily document flow in companies. In order to solve these difficulties, it is necessary, in our opinion, to give legislative impetus to the possibilities for using electronic communication and electronic documents in the widest scope.

#### ***5.6 Challenges to teleworking***

5.6.1 In practice, there are no isolated cases in which existing teleworking technologies are used, including during non-working hours (emergency calls, video-conferencing, etc.). It is necessary to

clearly state the guaranteed "right to exclusion" of employees and the prohibition of them to be disturbed by official matters during their breaks and vacations.

5.6.2 In the context of the capabilities of existing technologies, attention should be paid to avoiding excessive control if it conflicts with privacy and integrity. An in-depth study of the organisational, psychological and disciplinary aspects of labour monitoring and control is needed, and the consequences of this on the integrity of workers and, last but not least, on the quality and productivity of labour.

5.6.3 The outbreak of the COVID19 crisis and the faster-than-expected introduction of teleworking technologies wherever possible has led to a sudden digitisation that makes it difficult for a number of lower-skilled or low-skilled workers to enter the labour market. does not include digital competences. It should be ensured that such workers are supported by adequate training and inclusive measures, on the one hand; and will be provided with the opportunity to continue (at least for certain reasonable transitional periods) to perform their labour and public functions "on paper".

5.6.4 A number of new and "atypical forms of employment" have not been sufficiently studied and remain unknown. Data concerning the impact of such forms of employment on the labour market in Bulgaria are more than scarce. ESC emphasizes the need for this issue to be the subject of future research on protecting the integrity of affected workers, ensuring decent conditions and wages, and ensuring due social security.

/Signed/

Zornitsa Roussinova

PRESIDENT OF THE ECONOMIC AND SOCIAL COUNCIL

## Appendix № 1

List of existing sectoral and branch collective labour agreements reviewed and analysed for the existence of clauses related to teleworking

[1] Sectoral (branch) collective labour agreement in the sector "Exploration, extraction and processing of mineral resources" of 24. 01. 2021

<https://www.nipa.bg/media/14659/oktd-prouchvane-dobiv-i-prerabotka-na-mineralni-surovini-25012021-2021-2023.pdf>

[2] Agreement in the field of "Higher Education" of 25. 11. 2020

<https://www.nipa.bg/media/14091/svozaumenie-oktd-vishe-obrazovanie-25112020.pdf>

[3] Sectoral collective labour agreement in the sector "Health" of 23.12 2020.

<https://www.nipa.bg/media/13976/oktd-zdraveopazvane-23122020-2020-2021.pdf>

[4] Annex of 07. 12. 2020, to the collective labour agreement for the system of preschool and school education from D01-197 of 17.08.2020.

<https://www.nipa.bg/media/13944/anex-4-otrasal-obrazovanie-07122020.pdf>

[5] Supplementary Agreement to the Collective Labour Agreement of the Ministry of Defence of 30. 11. 2020

<https://www.nipa.bg/media/13965/anex-2-otbrana-30112020.pdf>

[6] Sectoral collective labour agreement in the construction sector of 05. 11. 2020

<https://www.nipa.bg/media/13898/oktd-stroitelstvo-5112020-2020-2022.pdf>

[7] Collective labour agreement for the system of pre-school and school education D01-197 of 17.08.2020.

<https://www.nipa.bg/media/13566/oktd-obrazovanie-17082020.pdf>

[8] Sectoral collective agreement in the Transport sector of 10. 07. 2020

<https://www.nipa.bg/media/13447/oktd-transport-ia-10072020.pdf>

[9] Supplementary Agreement to the Collective Labour Agreement in the Ministry of Defense of 18. 02. 2020

<https://www.nipa.bg/media/9035/anex-1-ministerstvo-na-otbranata-1822020.pdf>

[10] Branch collective labour agreement in "Forestry - management" of 21.01.2021.

<https://www.nipa.bg/media/14075/bktd-gorsko-stopanstvo-stopanisvane-2112021-2021-2023.pdf>

- [11] Branch collective labour agreement in the field of Library Affairs from 06.01.2021  
<https://www.nipa.bg/media/14014/bktd-bibliotechno-delo-06012021-2021-2023.pdf>
- [12] Branch collective labour agreement in "Forestry - control" of 06.01.2021.  
<https://www.nipa.bg/media/13999/bktd-gorsko-stopanstvo-kontrol-06012021-2021-2023.pdf>
- [13] Branch collective labour agreement "Theatre" of 14.12. 2020  
<https://www.nipa.bg/media/13984/bktd-teatar-14122020-2020-2022.pdf>
- [14] Branch collective labour agreement "Water Supply" of 14. 07. 2020  
<https://www.nipa.bg/media/13683/bktd-vodosnabdqvane-14072020.pdf>
- [15] Branch collective labour agreement in road construction of 17.07.2020.  
<https://www.nipa.bg/media/13449/bktd-patno-stroitelstvo-17072020.pdf>
- [16] Annex for amendment and supplement of the collective labour agreement in the branch "Tourism" of 14. 07. 2020  
<https://www.nipa.bg/media/13448/anex-bktd-turizam-14072020.pdf>
- [17] Branch collective labour agreement "Musical and performing arts" of 01. 07. 2020  
<https://www.nipa.bg/media/13565/bktd-muzikalno-scenichni-izkustva-172020.pdf>
- [18] Branch collective labour agreement for employees in the branch "Pulp and Paper Industry" of 11. 03. 2020  
[https://www.nipa.bg/media/8942/n\\_0027114-bktd-celulozno-hartiena-promishlenost-1132020.pdf](https://www.nipa.bg/media/8942/n_0027114-bktd-celulozno-hartiena-promishlenost-1132020.pdf)
- [19] Branch collective bargaining agreement in the brewing branch of 31. 01. 2020  
[https://www.nipa.bg/media/8940/n\\_0026978-bktd-pivovaren-bransh-31012020.pdf](https://www.nipa.bg/media/8940/n_0026978-bktd-pivovaren-bransh-31012020.pdf)
- [20] Branch collective labour agreement in the branch "Energy" of 29. 11. 2019.  
<https://www.nipa.bg/media/13964/bktd-energetika-29112019-2019-2021.pdf>
- [21] Branch collective labour agreement "Museums and Art Galleries" of 16. 07. 2019.  
<https://www.nipa.bg/media/8236/bktd-muzei-i-hudozhestveni-galerii-1672019-2019-2021.pdf>
- <https://www.nipa.bg/%D0%B1%D0%B0%D0%B7%D0%B0-%D0%B4%D0%B0%D0%BD%D0%BD%D0%B8/%D0%BA%D1%82%D0%B4-%D0%BE%D1%82%D1%80%D0%B0%D1%81%D1%8A%D0%BB%D0%B1%D1%80%D0>

%B0%D0%BD%D1%88/%D0%B4%D0%B5%D0%B9%D1%81%D1%82%D0%B2%D0%B0  
%D1%89%D0%B8/

[https://www.nipa.bg/%D0%B1%D0%B0%D0%B7%D0%B0-  
%D0%B4%D0%B0%D0%BD%D0%BD%D0%B8/%D0%BA%D1%82%D0%B4-  
%D0%BE%D1%82%D1%80%D0%B0%D1%81%D1%8A%D0%BB%D0%B1%D1%80%D0  
%B0%D0%BD%D1%88/%D0%B0%D1%80%D1%85%D0%B8%D0%B2/](https://www.nipa.bg/%D0%B1%D0%B0%D0%B7%D0%B0-%D0%B4%D0%B0%D0%BD%D0%BD%D0%B8/%D0%BA%D1%82%D0%B4-%D0%BE%D1%82%D1%80%D0%B0%D1%81%D1%8A%D0%BB%D0%B1%D1%80%D0%B0%D0%BD%D1%88/%D0%B0%D1%80%D1%85%D0%B8%D0%B2/)

## **Appendix № 2**

### **European sectoral social dialogue joint texts on teleworking and digitisation<sup>20</sup>**

#### **Telework**

Eurocommerce and UNI, Europa, European agreement on guidelines on Telework and ICT-mobile work in commerce, 25 May 2018 (commerce)

EACB, EBF-FBE, ESBG and UNI Global Union, Declaration on Telework in the European Banking Sector, 17 November 2017 (banking)

ETNO and UNI Europa, Joint Declaration on ICT-based mobile work, 2 February 2017 (telecommunications)

ETNO and UNI Europa, Joint declaration on telework, 9 June 2016 (telecommunications)

ACME, BIPAR, CEA and UNI-Europa, Joint declaration on telework by the European social partners in the insurance sector, 10 February 2015 (insurance)

CEMR-CCRE and EPSU, CEMR-EP/EPSU joint statement on telework, 13 January 2004 (local and regional government)

Eurelectric and EPSU, EMCEF, Joint declaration on telework, 13 November 2002 (electricity)

Eurocommerce and UNI Europa, European Agreement on Guidelines on Telework in Commerce, 26 April 2001 (Commerce)

ETNO and UNI Europa, Guidelines for Telework in Europe, 7 February 2001 (telecommunications)

Joint Committee, Opinion on telework, 23 November 1998 (telecommunications)

#### **Digitalisation**

ETNO and UNI-Europa, Joint Declaration on Artificial Intelligence, 30 November 2020 (telecommunications)

---

<sup>20</sup> Based on the European Commission EU social dialogue texts database, the European Trade Union Institute (ETUI) EU Social Dialogue texts database (not yet publicly available) and own research.

CEEMET and IndustriAll, Joint opinion on the impact of digitalisation on the world of work in the met industries, 9 November 2020 (metal industry)

EFIC and EFBWW, European Social Partners joint statement on Digital Transformation in workplaces of the European Furniture Industry, 6 July 2020 (Furniture)

Federation of European Social Employers and EPSU, Joint Position Paper on Digitalisation in the Social Services Sector – Assessment of Opportunities and Challenges, 6 June 2020 (social services)

Eurelectric and EPSU, IndustriAll, Digitalisation at the heart of social partners' commitment to keep the lights on, 9 April 2020 (electricity)

Eurelectric and EPSU, IndustriAll, A Social Partners' Framework of Actions - Challenges and opportunities of the digitalisation for the workforce in the European Electricity Sector, 9 April 2020 (electricity)

PostEurop and UNI Europa, Joint Declaration on Training in the Digital Era, 6 December 2019 (postal services)

ECEG and IndustriAll, Joint recommendations on digital transformations in the workplace for the European chemicals, pharmaceuticals, rubber and plastics sectors, 8 November 2019 (chemical industry)

EFCI/FENI and UNI Europa, Joint Statement on the Impact of Digitalization on Employment in the Cleaning and Facility Services Industry, 29 October 2019 (industrial cleaning)

INTERGRAF and UNI-Europa, Print is vital for the future of reading - INTERGRAF and UNI Europa Graphical & Packaging joint statement, 21 October 2021 (graphical industry)

FEPOR, ESPO and ETF, Joint statement "Market based and technological developments in the shipping sector and technological innovation represent major challenges for the port sector", 24 June 2019 (ports)

AMICE, BIPAR, Insurance Europe and UNI Europa, Follow-up statement on the social effects of digitalization, 15 February 2019 (insurance)

IRU and ETF, Joint statement from Social partners for better regulation and digital enforcement, 7 December 2018 (road transport)

EBF-FBE and UNI Europa, Joint Declaration on the Impact of Digitalisation on Employment, 30 November 2018 (banking)

CEPI and IndustriAll, A social partner resolution addressing the ongoing digitalisation in the European pulp and paper sector and its potential impact on industry and employment, 6 July 2018 (paper industry)

CEEMET and IndustriAll, The impact of digitalisation on the world of work in the metal, engineering and technology-based industries, 8 December 2016 (metal industry)

AMICE, BIPAR, Insurance Europe and UNI Europa, Joint declaration on the social effects of digitalisation by the European social partners in the insurance sector, 12 October 2016 (Insurance)

EPSU and CEMR, Joint Declaration on the opportunities and challenges of digitalisation in local and regional administration, 11 December 2015 (local and regional administration).