

Minutes of the Bureau of the European Group Works Council 13 September 2017

Culture and Values of the AXA Group



Enzo FENKROUZ gave a historical overview of AXA's culture which is the result of a gradual process built up over the past thirty years.

With the arrival of Thomas BUBERL, an effort has been made to simplify AXA's position, which is now built around four values.

- Customer First
- Integrity
- Courage
- One AXA

At the same time as this step, there has been an overhaul of the SCOPE tool, a development that had already been presented at the last plenary session in June.

Pending the completion of the next SCOPE survey in 2018, a lighter survey will be undertaken in November.

Drawing on a number of examples, the delegates insisted on the gap between the message being put across by Management and the way it is felt and received by the employees. Management explained that they were aware of this and were set on undertaking a process of improvement for the long term.

New Group governance: the AHEAD project



Lionel JULLIEN recalled that the Ahead project consists of simplifying the governance of the Group, which over the years has become too complex. This is going to require increased autonomy for the operational entities, a clear allocation of responsibilities and investments, and eliminating duplication and some cross-cutting processes,

The impact on the organisation will chiefly concern the central functions: GIE, global business lines (P&C and Life), Regions (Asia, EMEA-LatAm),

For the entities concerned, the consultations of the social forums are due to be held in the last quarter of 2017. An update will be given to the Bureau of the EWC in October and the information/consultation will continue during the plenary session of November with Thomas BUBERL.

Ireland

AXA has launched a project for overhauling its distribution: less physical presence, development of commercial presence on Internet. The information process and ensuing discussions with the organisations concerned began in June-July 2017. To date, the consultation is completed in Northern Ireland. No redundancies are planned for the employees of the agencies concerned.

In the Republic of Ireland, the employee representatives and Management have been unable to come to an agreement and have called on an outside mediator. A meeting is scheduled on 18 September to review the various items of the project. The EWC is communicating with the various stakeholders concerned and has given its support to the mediation process, with the hope that it will facilitate finding a common ground. An update will be given in October 2017.



Next meeting: Bureau on 17 October in Paris