



Local agents



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www.ushu.eu

Issues that we address for local agents

Securing a better and functional salary method, and ensuring its implementation in all EU Delegations



Ensure better management of the LA Provident Fund



Reclassification of posts where colleagues work in the incorrect category



Improving the LA Medical Scheme for better and wider coverage, and reduce the number of PARs



Expanding coverage under the LA Medical after retirement to longer duration



Ensuring local agents benefit from the flexi-time regime



Ensure LAs are given priority to internal vacancies



Ensure equal treatment of LAs under the teleworking rules



Access to further education



Close follow up of harassment cases



OUR PRIORITY ISSUES FOR LOCAL AGENTS

➔ Providing access to internal vacancies

Vacancies in Delegations should be first published internally. It is important to allow Local Agents to progress in their careers through internal vacancies and to ensure that way that we remain a 'learning organisation'. If colleagues 'get stuck' in a particular position this may be particularly demotivating.



➔ Reinstatement of the reclassification scheme for local agents

The reclassification scheme for local agents was suspended years ago by the EEAS. USHU demands the reinstatement of this scheme to ensure local colleagues stay motivated and are remunerated correctly for the level of the tasks they undertake.



SECURING A BETTER AND FUNCTIONAL SALARY METHOD

The current salary method for local colleagues has been a zero sum game for both the colleagues involved and the Delegations they work in.

- **We need a new salary method that better reflects local labour markets and ensures colleagues remain motivated in their jobs.**
- **Any review of the method must include a direct link with national inflation during the annual salary review. The current system assumes that the markers/comparators have fully considered inflation when establishing their salary grids however, the reality on the ground is quite different and often Local Agents are subject to sharp inflation, which erodes their purchasing power, and this factor is inadequately addressed in the current method.**

The changes introduced in 2014 were clearly driven by a motivation to bring the LA Salaries to the chosen markers' average by year 2018. While normally salary increases should also compensate for inflation or a loss in purchasing power, the current method does not reflect any of these as these were clearly not guiding indicators in EEAS' salary surveys.

Following the 2014 reforms of the salary method, the definitions guiding the salary surveys has changed significantly. While the previous method defined the goal as "being competitive compared to the best local employers", the new method defined it as "be competitive amongst comparable local employers". The number of potential comparators was reduced to six and while on the face of it this was a administratively reasonable change, we do know now as well that this led to the exclusion of comparators that potentially would have triggered a salary increase.

We will follow up closely, because none of this will change without a continuous push and commitment.



EXPANDING COVERAGE UNDER THE HEALTH INSURANCE TO RETIREMENT

POST-RETIREMENT MEDICAL COVERAGE

The **Complementary Sickness Insurance Scheme for Local Agents (CSISLA** – renamed as '**LA-Medical**') is a complementary health insurance established by the European Commission in 1996 to cover Local Agents working for the EEAS and the Commission in non-member countries under Specific Conditions of Employment (SCE) contracts. This insurance is complementary to the local primary (public) health insurance. However, in certain countries, if the public health insurance is non-existent, not accessible to the local staff or not operational, CSISLA may effectively become a primary/autonomous insurance. The scheme is operated with contributions from employees (1.37% of salary) and the employer (3.22%).

The healthcare sector has changed a lot since the inception of the scheme. Diseases, which had no cure earlier, can now be cured with new medications and technological innovations – diagnostic and tests methods/equipment, surgeries using digital technologies, organ transplants, drugs. However, it requires more resources to access those healthcare facilities and services.

More importantly, in spite of persistent requests from LAs to extend the medical coverage beyond retirement and bringing major improvements to the LA Medical scheme to allow access to modern medicine and meet actual costs, there have been only very limited changes made in the new LA Medical scheme. The history of Delegation claims show that LAs have been hugely frustrated with the extent of coverage and ceilings. Too many issues remain unresolved:

- rigid procedural compliances,
- a slow settlement process,
- cumbersome selection of hospitals for annual check-up,
- limitations to the list of reimbursable tests and examinations,
- differences between the reimbursement ceilings and market prices,
- and the perception of a general over-scrutiny of claims submitted.

Some of us will be astounded to learn there is a massive surplus of EUR 37 million in the LA-Medical, which will continue to increase in the future also as there is no new plans to use this fund more effectively. As the CSISLA/LA-Medical was created to support the medical needs of LAs, it is only normal that at least a part of the fund is utilised for improving the Scheme further. Right now the LAs are left with the trivial amount accumulated in the provident fund and a severance grant to support the rest of their life after retirement. For those LAs, who joined after 01.06.2020, even the Severance Grant will no longer be applicable.

Unity and Solidarity Outside the EU



FUNCTION GROUPS

A LARGE NUMBER OF LOCAL COLLEAGUES SHOULD BE RECLASSIFIED

IN THE SPOTLIGHT

Nothing is more demotivating to colleagues than being paid less in comparison to other members of staff who perform the same tasks and hold the same position than them. This is even more troublesome when colleagues find themselves in the wrong grade with stark differences in remuneration to their peers on the same job category.

There are a large number of assistants that face this situation in Delegations and perform their tasks regardless every day.

USHU has raised this issue repeatedly to management over the years and will continue to do so whenever the possibility arises. Management has agreed already a couple of years ago to use opportunities to resolve this situation and to ensure a reclassification of assistants will be performed as soon as budgets free up for this. However, colleagues in this situation deserve an acceleration of these efforts.

We still see a large number of local agents working under lower groupings, although they are performing the tasks of a higher group. Reclassification was suspended by the EEAS whereas USHU believes colleagues have a right to the salary that corresponds to their job profile.

**WE REPRESENT AND SUPPORT
STAFF IN EU DELEGATIONS**

Local Agents are the backbone of Delegations around the world.

**WE CONVEY YOUR
MESSAGE IN A SIMPLE
YET POWERFUL WAY.**

**As members of the CLP HU, the
EEAS Staff Committee and the
Central Staff Committee we miss
no opportunity to voice your
concerns.**



ushu.

Unity and Solidarity Outside the Union

MANAGEMENT BASED ON TRUST AND UNDERSTANDING



our candidates for the CLP HU in 2021.



**Helen CONEFREY - G.N. Sunil KUMAR - Alessandro LIAMINE -
Michael STEFFENS - Aminata ONGOIBA - Antonio MARQUEZ
CAMACHO - Luca PALAZZOTTO - Helen HENDERSON - Halima
ZORGANE-TAIRI**



MANAGEMENT BASED ON TRUST AND UNDERSTANDING



our candidates for the CLP HU in 2021.



Ranjan Prakash SHRESTHA - Nermeen SOKKAR - Carlos PEREZ PADILLA - Konan N'Guessan Leonce YAO - Goncalo Cristovao ANDRESEN GUIMARES LEITAO - Jozet MULLER - Karoly SOOS - Alice OLEYA JINO



MANAGEMENT BASED ON TRUST AND UNDERSTANDING

our candidates for the CLP HU in 2021.



**Maja VUCKOVIC KRCMAR - Jean-Christophe FILORI -
Federico ROMOLI - Dhallys MOTA NUNES - Arnaud CUNIN -
Ahmed ELBELTAGUI - Layla El KHADRAOUI - Oksana
POPRUGA - Omar ABU EID - Cheick KAMISSOKO**



MANAGEMENT BASED ON TRUST AND UNDERSTANDING

our candidates for
the CLP HU in 2021.



Cheick KAMISSOKO
EU Delegation to Mali

