

CONTRACTUAL BILATERALISM

TYPE



EBITEMP is the national bilateral agency for temporary work. Its **management is divided** between the two business associations (Assolavoro and Assosomm) and the workers' trade unions: NidiL-CGIL, Felsa- CISL, UILtemp.

The first collective agreement in the sector was signed in 1998, and **EBITEMP** was set up in 2001 with the aim of providing innovative forms of protection for agency-supplied temporary workers.

EBITEMP is a private non-profit organisation, and acts both for the workers and the Employment Agencies.

THE ORGANISATION AND ITS FUNCTIONS

EBITEMP performs the dual function of:

1

Provision of services for the management of the bilateralism and **Trade Union Rights**;

2

The safeguarding and protection of agency-supplied temporary workers, through various services defined by the **Italian National Contract**.

THE ORGANISATION AND ITS FUNCTIONS

The National Observatory

The National Observatory is a result of **Ebitemp** and **Forma.temp**. It plans and coordinates research on the study of the Sector, describes its employment and provides projections and estimates on its development.

The Observatory produces **monthly notes** on the trends of the temporary employment market and useful insights on the same.



FINANCING

To achieve its objectives, Ebitemp makes use of:

direct quarterly payment contributions, by the APL (Labour Agency), equal to 0.20% of the taxable salaries paid to workers on Fixed-Term Contracts;

direct quarterly payment contributions, by the APL, equal to 0.30% of the taxable salaries paid to workers on Permanent Contracts;

indirect payments, by the APL, through Forma.Temp, equal to 0.12% of the taxable salaries to support the services already provided by Ebitemp to workers.

EBITEMP SERVICES



AID

Contribution for parents' day-care costs

One-off aid for adoption and fostering

Aid for education

Support for persons with 100% disability

PROTECTION

Health protection

Accident allowance

BENEFITS

Personal loans

Mobility benefits

THE DEVELOPMENT OF BENEFITS



BEFORE 2008	Accidents - Access to credit - health protection
FROM 2008 TO 2016	Accidents - Maternity - Nursery - Personal loans - Health protection - Territorial mobility - Income support (moved to Forma.Temp in 2014)
FROM 1 FEBRUARY 2017	Accidents - Maternity - Maternity support - Support for adoption - Support for education - Support for those in need of care - Day-care costs for mothers - Day-care costs for fathers - Personal loans - Health protection - Territorial mobility – Suburban transport
FROM 1 JANUARY 2020	Accidents - Maternity* - Maternity support - Support for adoption* - Support for education** - Support for persons with 100% disability* - Parents' day-care costs* - Personal loans - Health protection** - Territorial mobility** - Suburban transport*.

*Increase in the amount distributed

** New services included with the renewal of the sector's National Collective Labour Agreement (CCNL):

Contribution for student workers with 1st and 3rd level apprenticeship contracts; Territorial mobility; Women's preventive care; High Diagnostics for oncological diseases; Maternity package; reimbursement of prescription lenses and minor eye surgery, reimbursement of vaccines for children under 18 years of age who are financially dependent.



HEALTH PROTECTION

HEALTH PROTECTION



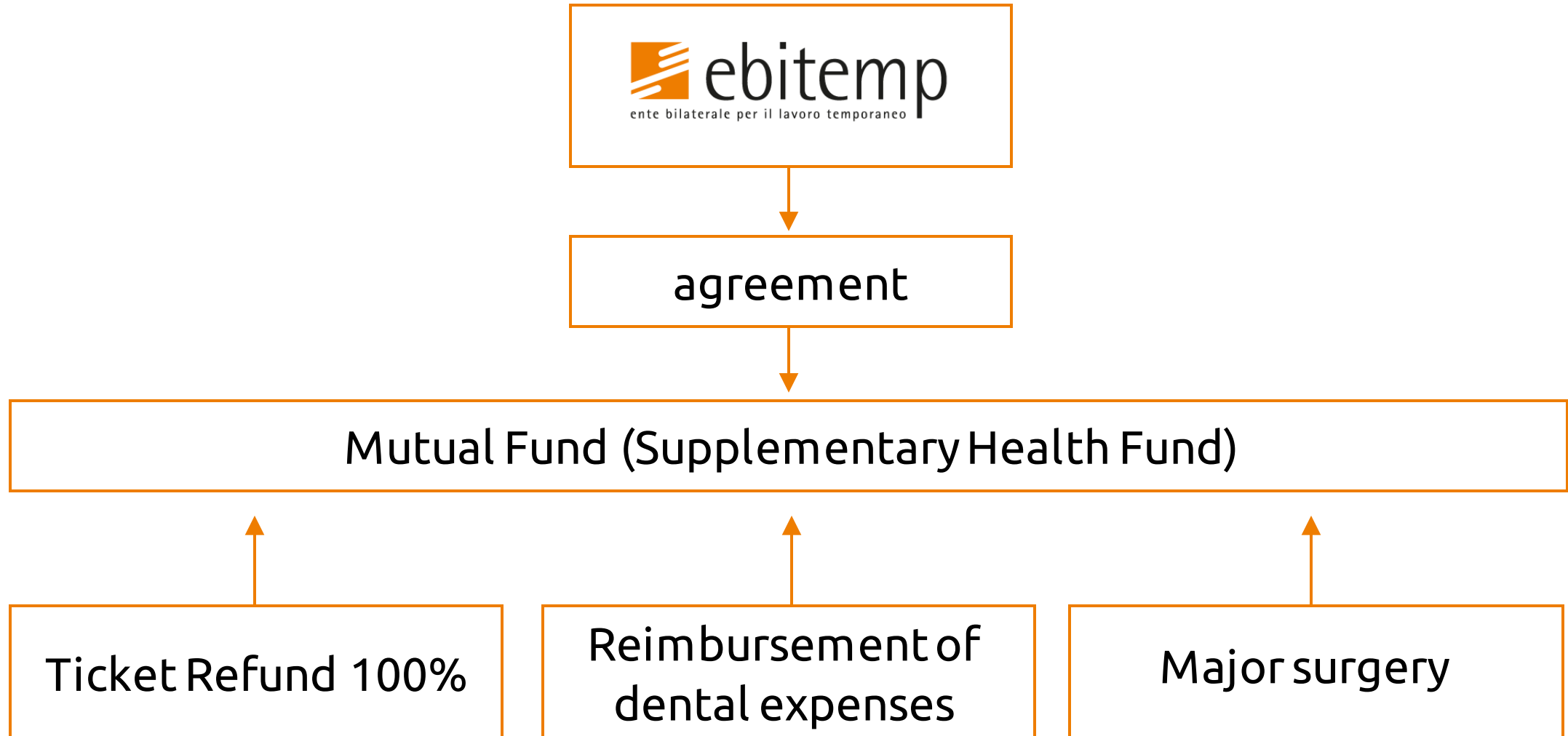
What is it?

Ebitemp guarantees reimbursements for Italian Health Service co-payments, dental expenses and subsidies to cover the health costs of major surgery that is not free.

Who is it for?

It is for female and male workers with active agency employment contracts or who have worked for at least 30 days in a 120-calendar-day period, as well as for the 120 days following the termination of the employment relationship, as well as for their dependent family members.

HEALTH PROTECTION



HEALTH PROTECTION



REIMBURSEMENT TICKET

Ebitemp grants a 100% refund for the Italian Health Service ticket for laboratory tests - instrumental diagnostics - specialist visits - outpatient surgery performed by a doctor, etc.

VACCINATIONS

Ebitemp grants a 100% refund for the cost of vaccinations of dependent minors. (new benefit inserted with the renewal of the sector's CCNL)

REIMBURSEMENT OF DENTISTRY EXPENSES

Ebitemp refunds dental and prosthetic expenses up to a maximum annual reimbursable amount per household of €2,000.

CONVALESCENCE

Ebitemp grants a daily allowance of €40, covering a maximum of about 60 days, for hospitalisation and major surgery, starting from the first day of hospitalisation.

HEALTH PROTECTION

THE NEW MEASURES INCLUDED WITH THE RENEWAL OF THE SECTOR'S CCNL AS OF 1 JANUARY 2020

Women's Preventive care Package (Maximum refund of €330 per year)	Reimbursement of expenses for advanced diagnostics for the treatment and prevention of cancer (Total annual cap of €3,000)	Maternity package (Total maximum amount for each pregnancy of €600)	Reimbursement of prescription lenses and small operations aimed at the recovery of vision (Maximum value of €100 every two years)
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The new Health Protection benefits, on an experimental basis, are aimed only at workers with agency employment contracts and exclude family members.

“Ebitemp may provide the benefits directly or via agreements with third parties with legal requirements.”

ACCIDENT INDEMNITY

Who is it for?

Workers/guardians on fixed-term and permanent contracts who have suffered an accident during their work at the user company, recognised by the Italian Institute for Insurance against Labour Accidents (INAIL).

What do you receive?

Temporary disability

A daily allowance of €46 gross per day is provided for each day of incapacity compensated by INAIL, starting from the first day after expiry of the contract and up to a maximum of 180 days.

Permanent disability

For both permanent and fixed-term workers in proportion to the level of disability certified by INAIL, compensation is paid up to a maximum expenditure coverage of €50,000.

Fatal outcome

In the event of an accident in the workplace or in transit and death in the workplace due to natural causes, compensation is paid at the value of €50,000 at the complete discretion of Ebitemp.

AID

Maternity aid

Who is it for? Pregnant workers whose contract of employment ends in the first 180 days the beginning of the contract and who are not entitled to the mandatory compensation from of the Italian Institute for Social Security (INPS).

What can you receive? A one-off contribution of €2,800 gross of taxes provided for by law.

Contribution for adoption or foster care

Who is it for? Women workers whose employment contract ends in the first 180 days after the start of adoption or foster care and who are not entitled to the indemnity provided for by the relevant INPS for compulsory maternity/paternity leave.

What can you receive? A one-off contribution of €2,800 gross of taxes provided for by law.

Maternity support

Who is it for? Maternity workers, who receive the allowance directly from INPS and for whom the working relationship has expired, at a fixed time employed through an agency.

What can you receive? A supplementary contribution to the maternity allowance up to 100% of the last salary received.

Parents' day-care costs contribution

Who is it for? Working mothers or working fathers with an employment contract of 7 days or more and with a working seniority of at least 3 months worked in the last 12.

What can you receive? A contribution up to a maximum of €150 per month, up to the child's third year of life.

Support for persons with 100% disability

Who is it for? Workers with active employment agency contracts and with at least 90 days' length of service, and for their family members who are financially dependent, with 100% recognised disability.

What can you receive? An annual contribution of €1,500.

AID FOR EDUCATION



Good books or teaching materials for children of agency workers

Who is it for? Male or female workers with dependent children enrolled in a primary or secondary school or enrolled in a legal degree course.

What can you receive? A one-off contribution, for each dependent child, for the purchase of books or teaching materials worth €200.

Good books for working students

Who is it for? Workers enrolled in evening classes for the achievement of the secondary public school diploma of first or second degree.

What can you receive? A one-off contribution of €200 gross for the purchase of books or other teaching materials.

SUPPORT FOR EDUCATION



University tuition fees for students/agency workers

Who is it for? Male and female workers with agency employment contracts enrolled in a degree course within its legal duration.

What can you receive? An annual contribution of €200 gross for the costs of the university enrolment fee.

Contribution to student workers with level I and III apprenticeship contracts

Who is it for? Male and female student workers enrolled in secondary school with level I and III apprenticeship contracts Articles 43 and 45 of Italian Consolidated Act (TU) No. 81/2008.

What can you receive? A one-off contribution of €200 gross for the purchase of books or other teaching materials.

BENEFITS

PERSONAL LOANS

Who is it for?

Workers who have a residual contract of not less than 30 days at the time of application can apply for a personal loan. For loans exceeding €2,500 it is necessary to have already paid off a previous Ebitemp loan.

What can you receive?

Loans for amounts up to €5,000 at zero interest.

TERRITORIAL MOBILITY

Who is it for?

Male and female workers who need to move from their place of residence, strictly because of work proposed by the APL (local public agency) that is for a minimum duration of 6 months.

What can you receive?

A contribution of up to a maximum total value of €3,500 advanced by the APL, to reimburse the expenses incurred within the requirements of the project submitted to Ebitemp by the APL together with the worker.

SUBURBAN TRANSPORT

Who is it for?

Workers residing or domiciled in a municipality other than that in which the place of work is located. To access the service for the first time, an employment contract of at least one month is required, including any extensions; in any subsequent months, a contract of at least 7 days in the month will be sufficient.

What can you receive?

A refund of 100% of the cost of the named transport pass incurred by the worker is granted, up to a maximum refundable limit of €150/month and for an annual total of €1,200.

BENEFIT VOLUMES



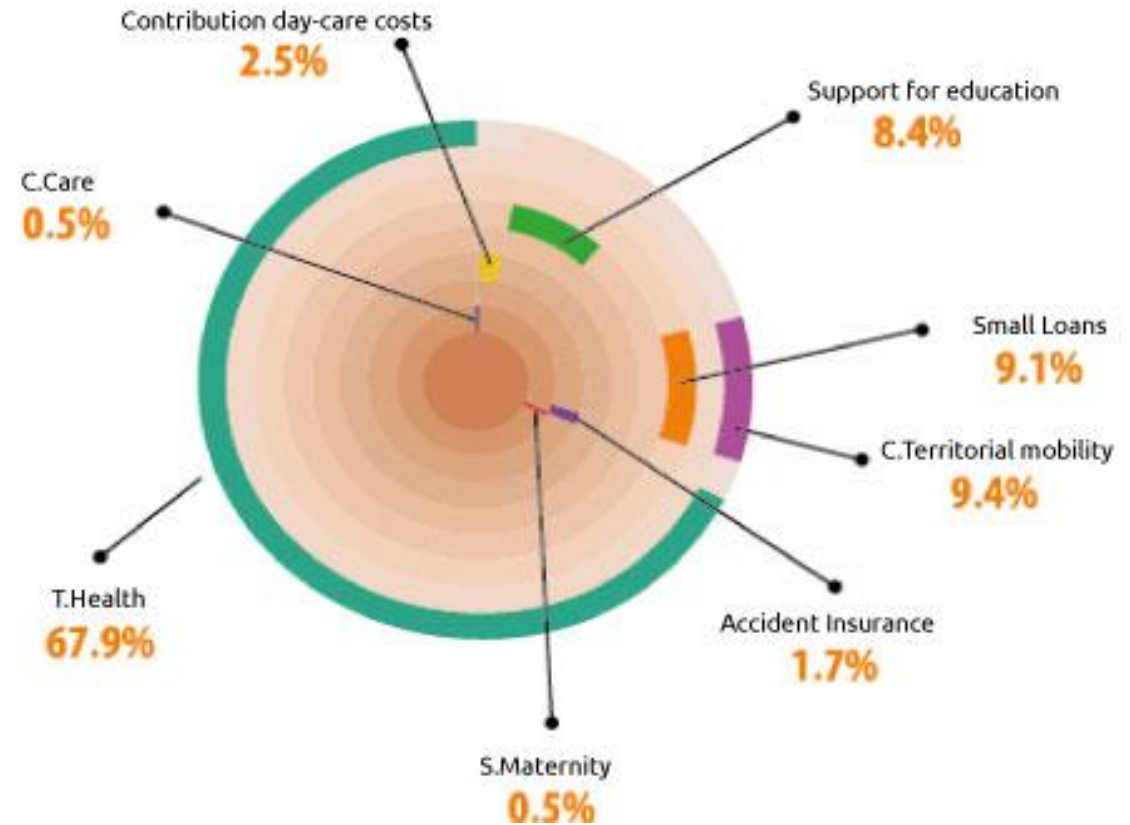
In **2019**, about **40 thousand** applications were submitted to **Ebitemp**, an increase of **36.6%** compared to 2018.

Health protection is in first place with about **27 thousand** requests for reimbursement, equal to **68%** of the total.

About 32,000 practices benefited from **contributions** (+34.4% compared to 2018) with a disbursement of 9.13 million euros and an increase of **9.7% compared to 2018**.

THE VOLUMES OF SERVICES

**Ebitemp welfare
benefits 2019:
breakdown of
applications
submitted by type**



REQUESTS SUBMITTED IN 2018-2019



EBITEMP welfare benefits			
Requests submitted in 2018 and 2019			
	2018	2019	Percentage change
B.Children's books	2.016	3.167	57,1%
B.Worker books	8	20	150,0%
C.Adoption	6	5	-16,7%
C.Mothers' day-care costs	693	920	32,8%
C.Fathers' day-care costs	57	92	61,4%
C.Territorial mobility	46	43	-6,5%
C.Care	140	202	44,3%
C.University studies	103	152	47,6%
C.Suburban transport	2.019	3.702	83,4%
Small Loans	2.789	3.635	30,3%
Accident Insurance	929	682	-26,6%
S.Maternity	47	39	-17,0%
S.Maternity – Registration	126	142	12,7%
T.Health	20,101	26.920	33,9,8%
Grand total	29.080	39.721	36,6%



COVID-19 EMERGENCY

COVID-19 SERVICES



COVID-19 EMERGENCY

In order to deal with the temporary emergency situation linked to the spread of COVID-19, which has had important repercussions in all of Italy's labour sectors, from which, in particular, the world of agency work has not been excluded, the sector's bilateralism, adapting to the emergency measures laid down in the National Emergency Information System, has extended some of the benefits present in the welfare system provided by Ebitemp. Particular attention has been paid to some of the most necessary requirements of female and male workers in the sector and their families, granting forms of subsidy for:

- Supporting health expenses for hospitalisations, therapies and deaths that have occurred due to the coronavirus. A total expenditure cap of €600,000 has been set;
- Reimbursements for babysitters or family workers. A cap of €400,000 has been set;
- Reimbursements for the purchase of IT equipment purchased for distance learning or smart working activities. A total expenditure cap of €400,000 has been set;
- Reimbursements to cover periods of parental leave for the COVID-19 emergency. A total expenditure cap of €100,000 has been established.

TO COPE WITH THE CORONAVIRUS EMERGENCY



Ebitemp wanted to make its contribution to the country in the battle against the coronavirus by donating **€400,000** to Civil Defence to fight the health emergency.

The sum allocated was specifically used to purchase two lung ventilators and over 300,000 FFP2 surgical masks.

Ebitemp joined the country's efforts to fight and overcome the global pandemic, expressing its closeness to the many families affected by the serious emergency in recent months.

EBITEMP AND GENDER POLICY

1ST REPORT



AGENCY WORK FROM THE PERSPECTIVE OF GENDER

The EBITEMP Commission for Equal Opportunities, on the basis of the aims entrusted to it by the sector's CCNL, has promoted a specific survey on agency work supply flows from a gender perspective, through an analysis of female employment trends and through monitoring the welfare benefits provided to female workers by the bilateral system. The 1st Report, edited by the EBITEMP Observatory, was officially presented in Rome, on 13 February 2020, at the Sala Parlamentino of the CNEL and will be periodically updated. It will also from time to time examine the specific aspects of the labour market from a gender perspective. This report has been produced with the aim of providing Social Partners with an agile and useful "work tool" to intercept and analyse, in an increasingly accurate way, the developments taking place in the labour market, so as to promote positive action, boost the inclusion of female and male workers at work and socially, as well as combat discrimination at work to achieve equality and equal opportunities for all.

1ST REPORT

THE LABOUR MARKET AND AGENCY WORK IN GENDER POLICY

ECONOMY AND LABOUR MARKET

In 2018, despite economic stagnation, employment grew by 1% compared to 2017. The female component grew slightly more than the male component, 1.1% compared to 0.7%. The female employment rate over the years shows a long period of growth marginally slowed down by the recession of 2009. While, on the contrary, the male employment rate shows a sharp fall in the recessionary phases of 2009 and 2012/2013.

ECONOMY AND LABOUR MARKET

Compared to the European average, the female employment rate is 13.9 points behind: 49.5% for Italian women against the 63.4% EU average.

ECONOMY AND LABOUR MARKET

The average wages of female workers are 16% lower than those of men. The widest gap can be seen in the qualifications of managers and employees, where the male component receives wages that are 25% higher than those of women, despite the fact that the latter have a higher level of education with 30% of female graduates compared to 18% of male graduates.

1ST REPORT

THE LABOUR MARKET AND AGENCY WORK IN GENDER POLICY

AGENCY WORK

Women perform shorter missions and are subject to higher turnover, 34% are employed part-time compared to 12% of men.

AGENCY WORK

By type of profession women carry out more technical activities, executive office work, and qualified professions in the Trade and Services sector.

AGENCY WORK

In 2018, approximately 189 thousand women worked in agency jobs out of a total of approximately 486 thousand workers (38.8%). The proportion of women workers on agency contracts fell steadily in the years following the economic recession of 2009.

AGENCY WORK

Women's work in agency roles prevails above all in the hotel sector where the proportion of women is over 87% in contrast to manufacturing where it is only 38.8%.

SUPPLEMENTARY PENSION SCHEME

What is FON.TE?

It is the supplementary pension fund for employees of companies in the Tertiary, Commerce, Tourism and Services sectors.

From 1 July 2015, workers in administration (both on open-ended and fixed-term contracts) can join FON.TE.

FON.TE. and Bilateralism

The agreement signed in February 2015, between the Trade Unions (NidiL CGIL, FeLsa CISL and UILTemp) and the Employers' Associations (Assolavoro and Assosomm) of the Temporary workers' sector, in order to promote participation in the Supplementary Pension Scheme, provides for an incentive mechanism supported by resources made available by the bilateralism of agency work (Ebitemp and Formatemp).

WHAT DOES THE AGREEMENT PROVIDE FOR?

Membership of FON.TE. only takes place through payment of the Employee Severance Indemnity Provision (TFR) accrued starting from the date of registration with the fund, benefiting from further contributions from the bilateralism of the agency work sector. This enables more resources for future retirement to be accumulated.

For agency workers, the benefits already provided for joining the supplementary pension scheme are maintained. In particular, for workers hired on fixed-term and permanent contracts, the following additional benefits are granted:

- **a basic contribution** equal to 1% of the salary used to calculate the TFR for the reference period (to which is added the Agency's 1% for the work, also financed by Bilateralism)
- **a supplementary contribution** equal to what has already been paid in terms of basic contribution (a further 2%), for the entire period of employment.

The basic and supplementary contributions are due even if the worker is hired with permanent contract and receives the availability allowance. In addition, an additional lump-sum contribution is paid **only to workers on fixed-term contracts**:

- €320 for work during the year of up to 104 days;
- €160 for work during the year of between 105 and 164 days;
- €100 for work during the year of between 165 and 334 days.

The annual membership fee to FON.TE. is also covered by bilateralism.



FSBS
BILATERAL SOLIDARITY FUND
ALTERNATIVE FOR AGENCY WORKERS

What is it?

With the Parties' agreement of 09/12/2014 for the "FORMA.TEMP" fund, the Alternative Bilateral Solidarity Fund (hereinafter referred to as FSBS) is established for Agency workers, with regard to the income protection of agency workers both during the employment relationship and in the case of termination of the same.

The Management and Control Committee

This is made up of 6 members from the trade unions and 6 members from the employers' side, who meet the requirements of professionalism and honourableness laid down by law.

It is in charge of the management of the Fund.
The Ministry of Labour supervises the correct management and performance.

What are the benefits?

<p>SAR Income Support</p>	<p>EBITDA (Article 25 CCNL) LACK OF WORK OPPORTUNITIES</p>	<p>TIS Salary Integration Service</p>
<p>This is a benefit paid to workers on fixed-term or permanent contracts, including apprenticeships, who are unemployed and meet certain seniority requirements resulting from agency work.</p>	<p>In the paths identified in Article 25 of the CCNL, if the procedure for lack of work opportunities is activated after 12 months of employment, the compensation of €1,000 paid to the workers concerned is financed 50% (€500) with FSBS resources.</p>	<p>This service is granted to agency workers on current assignments (both permanent and fixed-term) and with at least 90 days' seniority in the sector in cases where the user company uses wage integration tools for its employees.</p>

**HEALTH AND SAFETY OBLIGATIONS
ABOUT WORK CONCERNING AGENCY**

OBLIGATIONS PROVIDED FOR BY THE LAW ON HEALTH AND SAFETY AT WORK RELATING TO AGENCY WORK



Annex 1 of the renewed CCNL for the sector contains the information notice pursuant to Article 40(7) CCNL for the category of Employment Agencies carried out by the Italian Joint Commission for Occupational Health and Safety.

This information notice summarises the regulatory provisions on Hygiene and Safety in the Workplace related to agency work, a type of contract that provides for the necessary involvement of three entities:

- **The Employment Agency:** an entity duly authorised and accredited for agency work
- **The Employer Company:** person who makes use of the activity of the agency work
- **Agency worker:** the worker who, hired by an Employment Agency, works under the management and control of the Employer Company.

Each of these Parties is subject to specific regulatory and contractual provisions on Occupational Health and Safety.

**HARASSMENT AND VIOLENCE
IN THE WORKPLACE**

FRAMEWORK AGREEMENT ON HARASSMENT AND VIOLENCE IN THE WORKPLACE



Taking note of the Agreement of the European Social Partners of 26 April 2007 entitled:

"FRAMEWORK AGREEMENT ON HARASSMENT AND VIOLENCE IN THE WORKPLACE",

as Italian organisations affiliated to BusinessEurope and CES, CGIL, CISL and UIL, the translation and transposition of the Articles has been carried out, making them an integral part, with Annex 10, of the latest CCNL renewal in the Agency work sector.

With regard to this topic, the **Equal Opportunities Commission**, established at Ebitemp, has the task of identifying suitable tools to prevent and deal with possible forms of harassment and violence in the workplace.