



ANNEX I

Training agreement

Training in the banking sector

The signatories define training as the totality of the resources deployed by the employer and by the specialised training institutes to enable the employee to develop the knowledge, skills and aptitudes needed to respond to the present and future requirements of the business and assure his own career development and his employability in the business or in the sector.

In-service training is a responsibility both of the employer and of the employee.

The importance accorded to training by the banking sector is reflected, in particular, in the existence of the Institute for Training in Banking, Luxembourg (abbreviated to IFBL) within the House of Training, which provides specific training for the sector.

Analysis of training needs:

The analysis of training needs is a responsibility shared between the employee and the employer. The approach adopted to analyse the training needs falls under the responsibility of the employer and may vary from one business to another. In this context the annual assessment interview can provide an opportunity for the employee and his immediate hierarchical superior to discuss and define individual needs and draw up a personal training plan. Therefore, it is useful to have up-to-date details of the employee's professional skills. The definition of the overall corporate training plan is the responsibility of the bank itself, acting in consultation with the staff representatives.

The training needs identified in relation to the employee's skills in his present working position must have been the subject of training or at least put in hand before the next assessment interview.

Access to training:

Individual access to the different trainings is determined on the basis of a consensus with the employer.

Requests for training are examined by the employer who checks whether they are justified.

Trainings may be classified in three main types:

- induction training;
- in-service training;
- retraining.

Training may in particular be put in hand through the following measures:

- practical introduction to the tasks and / or technologies which are pertinent to a particular function;
- on-the-job training programmes and team briefings concerning both new employees and those who are already in post but are called upon to take on new duties;
- coaching and mentoring programmes to provide regular professional advice and support by the direct hierarchy and / or colleagues responsible for supervising the development of the new employee;
- training courses developed by in-house specialists (or internal trainers) or, if appropriate, with the assistance of external training specialists. These training courses meet the specific needs of the business and are accessible only to employees of the business;
- internal trainings / courses in different departments;
- web based / e-learning training;
- distance training or distance learning;
- all the training programmes offered to the public by specialised training institutes approved according to Art. L 542-7 et seq of the Labour Code relating to support and in service professional development to meet the more general needs of the business and / or the individual interests of the employee with a view to the advancement of his professional skills. Among these specialist institutions consideration should be given to those, which have the status of a public or private educational establishment (grammar school, university, institute of higher education...) recognised by the public authorities and delivering diplomas or certificates that are likewise recognised by those same authorities.

I. Induction training

Training during the induction period

The IFBL establishes a joint training course lasting for 40 hours (joint basic course) for each trainee who is taking induction training. Subsequent training will be modular following the training plan drawn up between the employer and the employee having regard to the trainee's individual profile, the knowledge acquired by him during his studies and the needs of the post held by him. The employer will monitor the training plan without prejudice to the provisions of the Labour Code (Art. L.414-1 of the Labour Code).

A. *General provisions*

Employees who have no prior experience of banking are recruited with an induction period, which is designed to prepare them as effectively as possible for the duties that they will be expected to perform. Depending on the degree of compatibility of the individual profile with the post concerned, the induction period may be omitted.

The aim is achieved through a theoretical and practical training period comprising for

- Group I, 120 hours of training;
- Group II, 180 hours of training;
- Groups III, IV, V and VI, 240 hours of training.

Induction training is intended to impart a basic familiarity with the specific features of the Luxembourg financial centre, the banking techniques and general professional knowledge required by the post which is occupied; if necessary, this programme will be supplemented by further training to provide the requisite knowledge of languages, information technology and economics etc.

Internal courses and / or trainings may be imputed against the training hours stipulated for the different groups.

The training hours must, in principle, be attended during the two years immediately after the employee has taken up his duties. However, having regard to the specific requirements of the bank, the programme may be spread over three years. The training hours are treated as working hours.

For trainings designed to provide the level of knowledge required by a particular post, the provisions relating to in-service training shall apply.

B. Classification

During the induction period, employees are classified in the group corresponding to the post occupied by them.

Subject to the following provisions, they benefit from all the stipulations of the collective bargaining agreement for bank employees.

However, the stipulations relating to the training bonus shall not apply and the 13th month allowance shall be paid at the rate of 50% during the two years of induction training. If the induction training lasts for more than two years, the employee shall be entitled to the full amount of the 13th month allowance pursuant to article 25 of the collective bargaining agreement with effect from the third year.

C. Legal form of the contract

The contract is drawn up for an indefinite duration with a trial period of 6 or 12 months pursuant to the currently valid statutory provisions.

II. In-service training

In-service training is designed to ensure employability by the acquisition of new knowledge or on-going maintenance of existing skills with a bearing on employment duties and career development.

Training bonus:

The employee shall be granted a bonus amounting to a gross sum of 250 EUR (which is not index-linked) per segment of 60 hours of training attended outside normal working hours and during a reference period running from 1 September to 31 August of the following year. Payment shall be made at the end of the reference period.

Enrolment costs

Payment: The enrolment costs shall be advanced by the employer and paid in full by him if the employee completes the course successfully.

Definitive charge:

In the event of failure after assiduous attendance at the courses and sitting for the examination:	50% payable by the employer 50% payable by the employee
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In the event of failure without assiduous attendance at the courses or sitting for the examination:	100% payable by the employee to be withheld against the 13 th month
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Training leave

To sit for an examination, the employee may benefit from the following training leave for all training courses, which necessarily lead up to an examination:

½ day's leave if the length of this training is equal to or greater than 20 hours;

1 day if the length of training is equal to 40 hours;

½ day's leave more for each segment of 20 hours.

Training leave shall not exceed a maximum of two days leave per year, regardless of the length and number of training courses attended.

III. Retraining

The term retraining means all the training measures designed to ensure employability both within the business and in the banking sector to which employees covered by the collective bargaining agreement whose position may undergo significant changes or even be abolished are entitled.

1. Purpose of the training

The purpose of the training is to increase the future employability of employees whose tasks are liable to be profoundly affected by technological progress and by the resulting working methods. This training will increase the employee's chances of redirecting his career either within the business or elsewhere in the banking sector and, if appropriate, of taking up new responsibilities in that sector.

However, the training effort does not confer the entitlement to a pecuniary bonus on the employees concerned.

2. Assessment of knowledge and aptitudes

Before gaining access to training, the candidate must undergo a number of tests designed to assess his language skills and in general the requisite aptitudes and professional knowledge. However, the employer may dispense the candidate from the need to take all or some of the tests.

The results of these tests remain the property of the candidates and are not disclosed to the employer until the candidate has definitively confirmed his intention of taking part in the training.

3. The training plan

The training plan adopted in consultation with the employee follows a modular logic designed to provide customised training having regard to the individual level of knowledge. Its content must be relatively wide to provide training, which is designed to be general. The training plan is drawn up as soon as possible and must take due account of the need for the service to function smoothly.

The plan is based on:

- courses designed to achieve personal development;
- courses to upgrade knowledge;
- optional modules including language courses.

If there is any disagreement about the training plan and the planning, the employee may contact the training manager with a view to amending the plan or planning and he may arrange to be accompanied by a staff representative.

4. *Partners involved in drawing up the skills diagnosis*

Diagnoses of skills in the financial sector are either organised by the IFBL or replaced by the internal equivalent. The results of the diagnosis will provide the basis for drawing up a personalised training plan for the candidate.

Other tools or specialist partners may be approached to complete the diagnosis of the skills and potential of the person concerned.

5. *Implications for the merit assessment system*

The employee's participation in the retraining shall not be prejudicial to his merit assessment.

6. *Right to complete the training in the event of redundancy on economic grounds*

The employee whose employment contract ends by reason of dismissal on economic grounds is entitled to complete the retraining that he has already begun on the existing terms and conditions. The resulting costs shall be borne by the employer who took the initiative of terminating the employment relationship. If the employer becomes insolvent, these costs shall be covered by the banking community.

IV. General provisions

A. Budget dedicated to training

Establishments covered by the collective bargaining agreement for bank employees shall undertake to invest each year a budget of not less than 1% of the reference payroll defined in article 23. A of the collective bargaining agreement for the purpose of training for employees who are covered by that agreement. The amounts which may be included in this 1% budget are the eligible expenses which are detailed in the list attached to the present agreement.

B. Training outside working hours

All training is in principle organised during working hours. If by way of exception training takes place outside working hours, reference must be made to the provisions of Art. L.542-7 et seq of the Labour Code.

C. Training partners

For each training the employer may contact any appropriate entity except in the case of the joint basic induction training for which the IFBL is the only partner.

D. Appeals

Should it prove impossible to grant a favourable response to a request, the employee may refer the matter to an internal appeals body at the bank with the following membership:

- the person responsible for human resources management;
- the immediate hierarchical superior;
- the employee, assisted if he so wishes, by a representative of the staff delegation or if there is no such delegation by another member of staff of the business.

The final decision will, however, rest with the employer.

E. Information and consultation of the staff representatives

The banks undertake to inform and consult the Works Council or, if there is no such committee, the staff delegation once a year on the subject of the training policy and projects which the business intends to implement during the next financial year.

This information will relate in particular to courses for occupational retraining purposes which the business intends to implement having regard to information of economic nature known at that time and which may have a determining impact on the structure of the business, on the level of employment and technological progress or working methods specific to certain professional activities. In that case, information and consultation shall take place pursuant to Art. L.423-2 (3) and L.423-3 of the Labour Code.

Drawn up and signed in four copies in Luxembourg on 15 July 2015, each party to receive an original copy.

Luxembourg Bankers'
Association
ABBL

ALEBA

Onofhängege
Gewerkschaftsbond
Lëtzebuerg
OGB-L

Lëtzebuerger
Chrëschtliche
Gewerkschafts-Bond
LCGB-SESF

Annex to the Training Agreement

Eligible Expenses

The amounts which may be taken into account in the training budget referred to in section IV. A. of the Training Agreement are the following expenses:

Type of expense	Details
Participants	<ul style="list-style-type: none">• participants' salary• travel, accommodation and subsistence costs
External trainer	<ul style="list-style-type: none">• invoice / enrolment costs• travel, accommodation and subsistence costs
Internal trainer	<ul style="list-style-type: none">• internal trainer's salary• costs of pedagogical preparation
Other expenses	<ul style="list-style-type: none">• costs of premises and teaching materials• costs of designing e-learning courses
Annual training costs	<ul style="list-style-type: none">• contributions to training entities• auditors' / consultants' fees• "training management" software