



Press Release

Brussels, 21 January 2016

KBC prepares for future in new CLAs with social partners

On 15 January 2016, KBC and the social partners LBC-NVK and BBTK reached a new collective labour agreement (CLA) on employment until the end of 2017.

This CLA guarantees job security again in 2016 and 2017 and sets out the conditions applying to the end-of-career policy.

On 14 December 2015, KBC had also reached agreement with LBC-NVK and BBTK on the extended opening hours at regional advisory centres.

KBC and the social partners are now working on the execution and implementation of the fundamental agreements set out in these CLAs.

The main items covered in the new employment CLA:

- **The extension of the guarantee of job security to 2016 and 2017.**
 - The financial sector is facing significant challenges and change (in the form of changing client behaviour, a technological/digital revolution, regulatory requirements, low levels of interest rates, etc.). KBC expects that, in the years ahead, employment will continue to come under pressure. The speed at which change will take place is largely determined by clients and their changing behaviour, and therefore it is difficult to predict. KBC has to continually and gradually adjust to this situation.
 - This makes job security that much more important, certainly in difficult economic times.
 - In the new CLA, KBC undertakes not to make anyone redundant – either individually or collectively – for restructuring or organisational and economic reasons.
 - When an employee is released from their current position, our primary aim is to find another position for that person within the organisation. KBC is committed to redeploying employees released from their current position in another suitable position, provided those employees adopt a reasonably flexible attitude.
- **The threshold for time credit will remain at 12.5%.**

This means that up to 12.5% of KBC's workforce can take time credit (the minimum required by law is 5%).
- An extension of the agreements committing KBC to spending the funds that have to be set aside by law for so-called **risk groups** on the relevant target groups within the company.
- Specific career-guidance measures for the over-50s and end-of-career measures via the **Minerva Programme**, where employees think carefully about the final years of their career before embarking on one of five career tracks (more detailed information is provided in the full press release of 20 February 2014, which is available at www.kbc.com).

The main items covered by the CLA on Extended Opening Hours at Regional Advisory Centres:

- A framework has been created where regional advisory centres will be open on weekdays from 8 a.m. until 10 p.m. and on Saturdays from 9 a.m. to 5 p.m.
- The practical aspects of when and how this is implemented are currently being examined.

Background

Since the end of September 2015, every region has its own regional advisory centre. This service is popular among clients. The experiments with advice and sales by telephone or video chat are going well and are hopeful, making a further extension of the offering and opening hours a logical choice. That will not only benefit clients who are becoming increasingly used to continuous service but also traders who, because of e-commerce, need more extensive support. It also offers KBC employees opportunities for wider employment, many of whom are prepared to work outside normal working hours in exchange for more free time during the week or during office hours. Regional advisory centres are currently accessible every weekday until 8 p.m. and on Saturday mornings.

For more information, please contact:

Viviane Huybrecht, General Manager, Corporate Communication/Spokesperson, KBC Group
Tel +32 2 429 85 45 - E-mail: pressofficekbc@kbc.be

KBC Group NV

Havenlaan 2 – 1080 Brussels
Viviane Huybrecht
General Manager
Corporate Communication /Spokesperson
Tel. +32 2 429 85 45

Press Office
Tel. +32 2 429 65 01 Stef Leunens
Tel. +32 2 429 29 15 Ilse De Muyer
Fax +32 2 429 81 60
E-mail: pressofficekbc@kbc.be

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