

Surveillance of Remote Work



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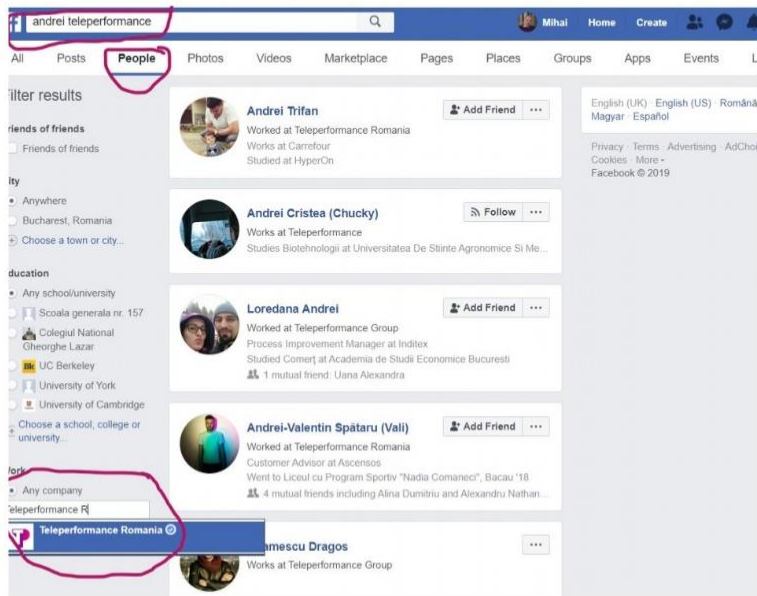
- The exercise of trade union freedom of association
- Contact centres
- What should be done?

Trade union freedom of association

In many companies in Europe with established social dialogue structures, remote workers are unable to use internal communications tools to organise.



Freedom of association



- Workers are organising online, especially on social media, due to remote work
- Amazon's tool to monitor union organising on social media
- Measures potential worker activism based on data analysis
- Selling technology to other firms

Contact centres' remote work monitoring



Cameras

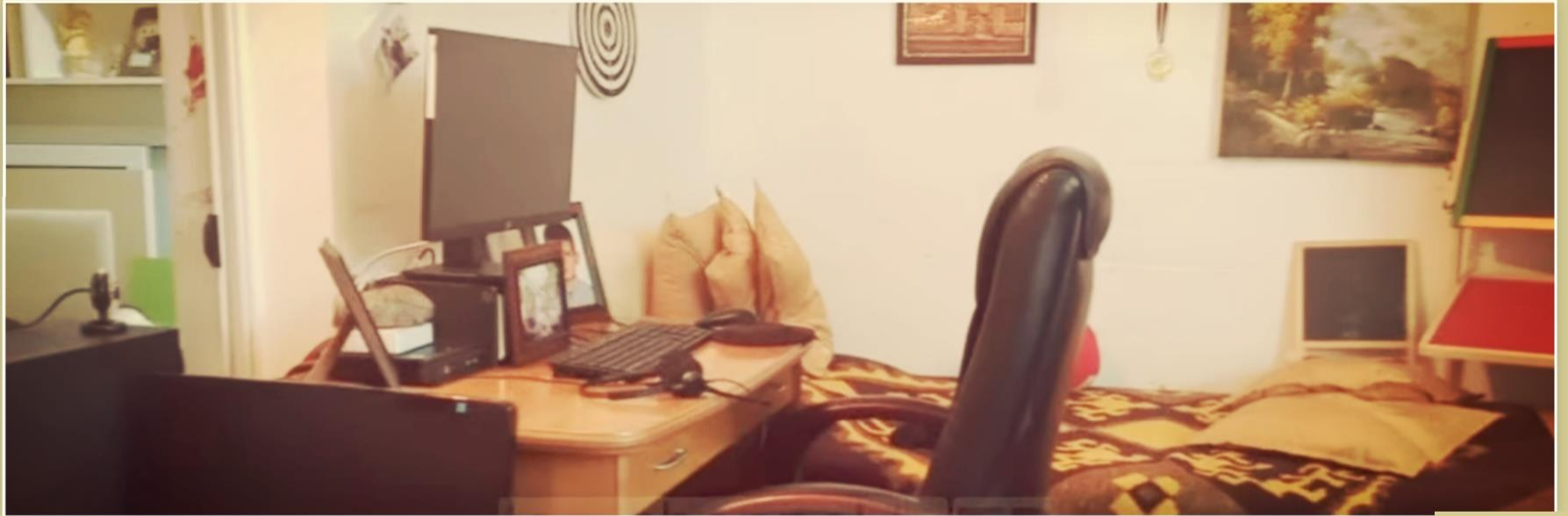


Webcams



- Make sure there is no paper, pens and mobile phones.
- Facial biometrics to check identity

Cameras in the bedroom - Teleperformance - Apple Italy in Albania





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AWS Panorama (Preview)

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Amazon Panorama

What can be done?

- Legislation that limits excessive surveillance
- Protection for privacy
- Transparency from employers on surveillance tools
- New surveillance tools and issues subject to agreement through social dialogue.
- Freedom of association for the virtual workplace.

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