Luxembourg: Developments in working life 2016

Developments in working life in Europe: EurWORK annual review 2016

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Contents

Political context affecting working life aspects.................................................................1
Developments in social dialogue and collective bargaining 2016........................................2
Policies and actions to address pay-inequalities.......................................................................7
Promoting the reconciliation of working families and caregivers...........................................9

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Political context affecting working life aspects

The government(s) in office during 2016

<table>
<thead>
<tr>
<th>Government 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>In office since / to</td>
</tr>
<tr>
<td>Name of the head of government (prime minister / chancellor / ...)</td>
</tr>
</tbody>
</table>
| Name all the parties that are forming this government | - Socialist party (Parti ouvrier socialiste luxembourgeois - LSAP)  
- Democrat party (Parti démocratique - DP)  
- Green party (Les Vert – DG). |
| List the changes in the composition of the government in 2016 | No change occurs in 2016 |
| Additional comments | |

Elections and referenda
There was no general election in 2016 and no referenda.

Forthcoming significant elections or political events in 2017
The local government elections (élections communales) are scheduled in 2017. The next general election, the parliamentary elections (élections législatives) are scheduled in October 2018 and will lead to a change of government.

Reactions from the social partners on new government’s working life policies
Not relevant in 2016
Developments in social dialogue and collective bargaining 2016

Major developments in national/peak-level social dialogue 2016

Changes affecting the social dialogue actors and institutions in 2016

Representativeness
No major changes in 2016

Major developments affecting the main actors
No major changes in 2016

Legislative or institutional changes to the main social dialogue institutions
No major changes in 2016

Changes in the social dialogue processes
No tripartite social dialogue in 2016
At the national level, social dialogue is slowing down with no national tripartite bargaining on the agenda in 2016. Social dialogue is challenged by the employers’ umbrella organisation UEL stressing that the national social dialogue is too politicized and too much on the focus of media attention and claiming as well that the use of the “tripartite” should be limited to extreme crisis situations (see press release). The UEL estimates that the most efficient level of collective bargaining is the company-level.

Consultation process on the EU Semester
In the framework of the Social and Economic committee, the social partners have slightly reinforced the consultation process in the EU Semester. They decided to hold new additional meetings, only between social partners, before the scheduled tripartite meetings within the Economic and Social Committee. The aim is to adopt a common document in which social partners will highlight their common view and in a second part, their disagreements. They expect then to have more exchanges and discussions with governments' representatives during the scheduled meetings of the Economic and Social Committee.

Main social dialogue topics and outcomes in 2016

<table>
<thead>
<tr>
<th>Themes</th>
<th>Description of issue</th>
<th>Main result</th>
</tr>
</thead>
<tbody>
<tr>
<td>General labour market topics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job creation, reduction of unemployment</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td>Active labour market policies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefits (unemployment, sickness schemes)</td>
<td>The peak level employers’ organization UEL has suggested a reform of the financing and management of the public health insurance.</td>
<td></td>
</tr>
<tr>
<td>Taxation and non-wage related labour costs</td>
<td>A tax reform has been announced on 29 February, that introduce many changes to the tax system. The aim is to ensure that Luxembourg remains an attractive destination for international business while strengthening the purchasing power of individuals.</td>
<td>Globally social partners agreed the main provisions of the reform. The bill was adopted in December 2016 and the reform enters into force on 1 January 2017.</td>
</tr>
<tr>
<td>Pension reforms</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td>Labour market participation of different groups</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td><strong>Working life related themes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wage setting systems, including the setting of minimum wages</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td>Working time regulations</td>
<td>The government has consulted social partners to introduce more flexibility within the working time regulation but social partners failed to reach an agreement.</td>
<td>The government has finally adopted a draft bill that is sent to the parliament to be adopted in 2017.</td>
</tr>
<tr>
<td>Terms and conditions of employment, including different forms of contracts</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td>Health, safety and well-being at work</td>
<td>No major issues debated in this area.</td>
<td>The government has announced a bill to combat workplace bullying.</td>
</tr>
<tr>
<td>Work-life balance related themes, incl. family leaves</td>
<td>Social partners were consulted on the reform of the parental leave.</td>
<td>The parental leave reform was adopted in October 2016 and entered into force in December 2016.</td>
</tr>
<tr>
<td>Skills, training and employability</td>
<td>No major issues debated in this area.</td>
<td></td>
</tr>
<tr>
<td><strong>Any other relevant themes/topics addressed in the national level/peak level social dialogue</strong></td>
<td>No major other issues debated</td>
<td></td>
</tr>
</tbody>
</table>
Examples of selected significant social dialogue debates

Social partners failed to agree on a working time reform

Negotiations over the reform of working time legislation have hit a stalemate. In March, after unproductive talks with employers and trade unions, the Minister of Labour announced that he would draft a legislative proposal for consultation among the social partners. The contentious issues relate to working time flexibility. The reference period during which working hours can be varied is currently one month, and employers want the greater flexibility that would come from extending it to four months. This demand is unacceptable to the trade unions who called for a reduction in working hours by introducing a sixth week of paid leave. At a press conference on 27 April, the Labour Minister, Nicolas Schmidt, presented the main changes in the organisation of working time duration, part of the revision of the PAN law (the law of 12 February 1999 on the implementation of the national action plan in favour of employment).

The government aims to set the reference period for the calculation of average weekly working time at four months. Where a company wants to apply a reference period of more than one month, and where there is no collective agreement covering the issue, additional days off will be given to employees as follows:

1.5 days for a period of reference period of between 1 and 2 months;
3 days for a period of reference period of between 2 and 3 months;
3.5 days for a reference period of between 3 and 4 months.

The proposals also specify maximum weekly working time of no more than 12.5% of normal working time duration for a reference period of between 1 and 3 months. For a reference period of between 3 and 4 months, the maximum weekly working time can be no more than 10% of normal work time. If the reference period is collectively agreed, this percentage can vary between 0% and 15%.

This proposal was not welcomed by the peak-level employer organisation, which argued that the number of days off is too high and that the scheme does not offer enough flexibility at company level. In a statement, the Union of Luxembourg Enterprises (UEL) said that tripartite social dialogue should only be used in response to a crisis. In all other circumstances, the government should consult social partners and take responsibility. The main union, the Luxembourg Confederation of Independent Trade Unions (OGB-L), was strongly opposed to any increase in flexibility if working time is not also reduced. However, its strong position on the issue may have been influenced by the fact that its annual Congress took place at the beginning of July. In September 2016, the government has adopted a bill (PDF), which changes the organisation of working time and extends the period of legal reference from the current one month to four months if an increase in the workload offers more flexibility to the enterprise. Collective agreements with other reference periods will not be affected. The government has adopted the bill as a result of a ‘clash of opinions’ between trade unions and employer organisations. The bill is currently being examined by the Parliament to be adopted in 2017.

Divergent views on the Parental leave reform

In an opinion given on 16 March 2016, the Chambre des Salariés (CSL) (in French)– the body that represents all employees in Luxembourg except government/public employees – stated that it was in favour of the proposed reform of parental leave, while requesting a few amendments. Two drawbacks emerge from its opinion. Some workers, namely those who work 20 hours per week and receive the minimum wage, who were able to claim the fixed-rate payment of 1778 euros under the old system, will receive a lower allowance of 961.48 euros under the new system. In addition, the CSL would like the law to give employees a genuine entitlement to the "part-time leave" and "fragmented leave" options, accompanied by an employers’ right of refusal that is governed by statute. For their part, the employers (see the
Opinion of the Chamber of Commerce dated 11 April 2016, and the Opinion of the Chambre des Métiers (Chamber of Skilled Trades and Crafts) (in French) dated 29 April 2016) were in favour of the objectives of the reform provided that, firstly, there is a parallel reform of working hours to give them greater flexibility (a reform is under way), and secondly, several amendments are made to the draft law, including amendments that allow employers to refuse part-time or fragmented parental leave without giving a reason and to dismiss an employee who is taking part-time or fragmented parental leave if that employee is guilty of misconduct during his or her working hours.

Sectoral and company level social dialogue 2016

Reform of employee representation in companies

On 1 January 2016, implementation began of a law radically reforming social dialogue in Luxembourg. By 2018, this law will have abolished joint committees, which are currently mandatory for all companies employing 150 employees or more. The powers of these committees will transfer to staff delegations, present in all companies with more than 15 employees. The new law makes the delegation the only body that will represent employee interests, fulfilling functions such as presenting complaints or suggestions to companies on issues such as working safety, part-time work, harassment and training. The size of the delegation depends on the number of employees at the company, ranging from one member for a company that has 15–25 employees, to 25 members for companies with between 5,101 and 5,500 employees. Staff delegates will benefit from increased paid leave and more time for training to fulfil their duties. In companies with at least 250 employees, some delegates (délégués libérés) will be exempted entirely from work to fulfil their staff representation duties.

Until now, the task of the joint committee has been to safeguard and protect the interests of a company’s salaried employees – in terms of working conditions, job security and social status. The purpose of the delegation will now be to settle disputes and present the employer with ‘any individual or collective complaints’. The employer will provide the delegation with information about the company, including the developments of its activities, its financial outlook, and foreseen changes in its employment situation. In companies with at least 150 employees this will either happen once a month, or at the request of the delegation; in smaller companies, at least annually.

A key task of the staff delegation is to express its opinion and draft proposals regarding the improvement of working and employment conditions and the social situation of employees. In addition, the staff delegation will contribute to the implementation of internal reclassifications. The employer is also required to discuss with the delegation the situation, structure and probable development of employment within the company and provide ‘gender-specific statistics on recruitment, promotions, transfers, redundancies, employee salaries and training’ for each six-month period. This information and consultation also concerns decisions that may lead to collective redundancies, a transfer of undertakings, or the use of temporary workers. Staff delegations will have co-decision rights only on matters of health and safety, or on the introduction of employee monitoring tools in companies with at least 150 employees. The staff delegation in companies with fewer than 150 employees have no co-decision rights on these topics, but they are informed and consulted, and they do not have to agree with the employer.

One of the reforms attracting the greatest criticism from employers is that now, in companies with at least 51 employees (instead of 150 employees before the reform), staff delegates will have increased opportunity to seek the advice of external counsellors or have experts to assist
them on technical matters, and the employer will pay for this help. This right was previously restricted to those trade unions considered representative at national level; now, it is extended to those unions that represent a major economic sector (such as the Aleba trade union in the financial sector), on the condition that their members make up at least one-third of the delegates in staff delegations within the sector. Another innovation is the right to use mediation in the event of disputes about the interpretation of the Labour Code in relation to staff delegations.

Main developments - other than wages and working time - from important collective agreements or bargaining rounds

In 2016, several industrial relation conflicts have been recorded in the framework of collective agreements on sectoral level.

**Health and social care sectors:** on 4 June 2016, thousands of employees from the health and social care sectors demonstrated in Luxembourg City demanding recognition of the value of their professional roles and qualifications. Protest organisers said that about 9,000 people took part while police estimated 6,500 participants. This unusually large demonstration occurred after fruitless discussions between employers and trade unions in the health and social care sector over pay rises and the recognition of qualifications. The collective agreements for the health sector (hospitals) and the social care sector (care for children, disabled people, elderly people) both stipulate that the evolution of wages should be in line with the evolution of wages in the public sector. Trade unions are therefore demanding a rise in wages in line with the wage agreement concluded in the public sector in 2011 (a general wage increase of 2.2% and a one-time bonus of 0.9%). They also want recognition for a number of qualifications and this recognition to be reflected in pay scales. Employers are particularly opposed to this last demand, warning of the cost of such a revaluation of careers. Following the demonstration, the government called a meeting of the Commission Paritaire ASFT (composed of employers, trade unions and government representatives) to discuss the financial impact of the revaluation of careers in the social care sector.

**Cleaning sector:** there is a continuing court battle over the recognition of work experience as a professional qualification which would give some of the 8,500 employees in this sector access to the minimum wage for skilled employees (€2,398.30 on 1 January 2017). After long discussions, the social partners (Fédération des Entreprises de Nettoyage and the trade unions OGBL and LCGB) reached an agreement on a new collective agreement concluded on 6 December 2016 for three years (see OGBL press release). The new collective agreement implements the national collective agreement on harassment concluded by the peak level social partners in June 2009 (that implemented the EU level agreement).

**Steel sector:** the tripartite steel agreement Lux 2016, which provides for investment from ArcelorMittal as well as special measures, is coming to an end. A tripartite meeting at the Ministry of the Economy showed that the differing views on the situation are hampering any renewal of the agreement. As announced in a press release from the Luxembourg Confederation of Christian Trade Unions (LCGB) and an article published by the daily newspaper Luxembourg Wort, further bipartite meetings were planned before the end of 2016. Finally, the government, ArcelorMittal and the trade unions reached an agreement in December 2016 on the level of investment in Luxembourg, on maintaining the replacement task-force (“cellule de reclassement”) and of the early retirement scheme that is linked to a future recruitment plan, according an article published by the daily L’Essentiel.

**Air traffic sector:** the announcement by the Ministry of Sustainable Development and Infrastructure that it will outsource part of the country’s air control to Germany led to protests from representatives of the air controllers. A conciliation process has started in December 2016 (OGBL press release). The Confederation of Independent Trade Unions of Luxembourg
(OGB-L) has also criticised an *atmosphere of fear and oppression*, as well as the wage freezes at the airport operating company, Lux-Airport.

**Banking sector:** the collective agreement in the banking sector has been denounced in December 2016 and social partners have started to renegotiate a new collective agreement. They have created four working group at the first bargaining plenary meeting on 7 December, to tackle issues as wage and qualification, employability and training, working time organisation and well-being. The Financial Sector Trade Union of Luxembourg (ALEBA) and the Luxembourg Bankers Association (ABBL) agreed that the old 2014 agreement did not fit the new economic context and that more flexibility was needed.

**Construction sector:** around 70% of around 42,000 workers in the construction sector are covered by a collective agreement which expired in September 2016. The main trade union in the sector, the Luxembourg Confederation of Independent Trade Unions (OGB-L), reported that the employers had refused to start negotiations on a new agreement and it planned to organise protest demonstrations. OGB-L wants to include administrative employees in the collective agreement for craftsmen, whose wages are higher. It also accused the employers of blocking training to stop workers qualifying for higher wages. The employers’ response to OGB-L refuted these criticisms, saying that they needed more time to prepare their own proposals and that they would be ready to begin talks at the beginning of 2017.

**Public sector:** The new wage agreement in the public sector affects approximately 28,500 public servants and follows the signing of the collective agreement for State employees in summer 2016. Its provisions were initially not included in the government programme and the final agreement is the result of hard negotiations and, ultimately, of favourable economic circumstances. The new agreement sets wage increases of 1.5% and offers workers more flexible part-time work arrangements. Civil servants can reduce their working time by increments of 10% to between 90% and 40% of full working time. The agreement is valid for three years.

**Examples of innovative collective agreements (at any level) made during 2016**

**First collective agreement for research centres:** The three public research institutes in Luxembourg (Luxembourg Institute of Science and Technology, Luxembourg Institute of Health and Luxembourg Institute of Socio-Economic Research) and the trade unions OGBL and LCGB concluded a framework collective agreement in February 2016, covering approximately 1,000 employees. This is the first framework agreement negotiated in Luxembourg covering research centres. The agreement covers the broader working conditions, with certain topics such as wages being negotiated on the level of the individual enterprises.

**Policies and actions to address pay-inequalities**

**The recent public debate on pay gaps at the workplace**

**Gender equality:** as part of the implementation of the Plan for equality between women and men 2015-2018, adopted in March 2016, the Council of government passed on September 23, 2016 amendments to the Labour Code (see press release). The main change is the introduction of the man-woman equal pay principle within the Labour Code that currently only takes place in a grand Ducal regulation. The bill also amends the Labour Code on two points:

1. It simplifies the procedure for receiving financial help in case of hiring a worker of under-represented gender;
2. It specifies the conditions for receiving financial assistance under the program of "positive actions".
Positions regarding the posted workers directive

Positions of trade unions
The main trade union OGBL and the LCGB support the proposal of the European Commission and have organised with the European trade union federations a demonstration in June 2016, in Luxembourg, during a EU Council of the Ministries of Labour, to denounce the position of the 11 Member states against the EC proposal (see OGBL press release). The unions expressly denounced the 11 Member states as these governments were against the principle of equal pay for equal work in the same workplace. At its Congress, in July 2016, the OGBL ask for an urgent revision of the directive (PaperJam). The LCGB has also welcomed the proposal of the European commission and highlighted that to establish the principle of equal pay for equal work in the same workplace in the EU was an urgent matter (see press release).

Positions of employers organisations
The employer’s organisations agree to fight abuse of posting of workers, however they evaluate, as mentioned in the advice of the Chamber of commerce, that the Bill to implement the directive of 2014/67 of 15 May 2014 on the enforcement of Directive 96/71 don’t have to go further than the directive itself. Employers fear an increasing red tape and administrative burden. The UEL didn’t provide a position on the posting of workers legislation since 2013.

Position of the government
The government support the revision of the directive 96/71 and has adopted a bill to implement the directive of 2014/67 of 15 May 2014 on the enforcement of Directive 96/71. Luxembourg is one of the seven EM that ask for a reinforcement of the EU directive and agreed with the concept of « equal pay for equal work » about posted workers (see article Le Quotidien).

Pay gaps at the workplace
Evidence
In its annual report “Panorama social”, the Chamber of employees reports data regarding pay inequalities at the workplace. It stresses an increase of wage inequalities as high paid workers’ salaries increase faster than the low paid workers. Furthermore, the rate of employees receiving the minimum wage or slightly more (to 102% of the minimum wage) is increasing from 15.2% in 2009 to 16.5% in 2014. It is also mentioned that the level of the net minimum wage is below the level of poverty. The report included a study launched by the university of Luxembourg focusing on the grounds of wage inequalities.

The Statec has published a study based on the Structure of Earnings Survey launched in 2014 in Luxembourg. The study covers 314,000 employees (85% of the total workforce in Luxembourg). The pay gap between male and female employees working full time reached 6% in 2014 (17% when part-time work is taking into account). The study highlights that the gap between the decile with the lowest wages and the decile with the highest wages reached 73% in 2014 (88% in average in the EU), which indicates important inequality in the distribution of wages. The study also mention the difference of wages between sectors (from €89,732 per year in average in the financial sector to €40,628 in the retail sector) and between level of education (an employees with a level of master or more earns 2.5 more than an employee with basic education skills).

The Statec has also published its annual report “Travail et cohesion sociale 2016”, that stresses that Income inequality is mainly due to wages. The 20% of the wealthiest people have an average income that is 4.2 times higher than the 20% of the less well-off. The study mainly focus on the gender pay gap and the difference of wages between the private sector
and the public sector (In average, the wages in the public sector are 45% higher than wages of the private sector in 2014).

The Labour inspectorate annual report doesn’t include data on this issue. The Centre for equal treatment (CET) has not adopted recently position on this issue.

**Policies to address pay inequalities at the workplace**

There were no recent legislative or non-legislative policies addressing pay inequalities at the workplace between 2014-2016. However, as part of the implementation of the Plan for equality between women and men 2015-2018, adopted in March 2016, the Council of government passed on 23 September 2016 amendments to the Labour Code (see press release). The main change is the introduction of the man-woman equal pay principle within the Labour Code that currently only takes place in a grand Ducal regulation. The bill also amends the Labour Code on two points:

1. It simplifies the procedure for receiving financial help in case of hiring a worker of under-represented gender;
2. It specifies the conditions for receiving financial assistance under the program of "positive actions".

The bill was adopted by the Parliament on 15 December 2016.

**Social partner’s involvement in addressing pay inequalities at the workplace**

There is no evidence of such involvement.

**Promoting the reconciliation of working families and caregivers**

**Recent policies**

**A large reform of parental leave adopted in 2016**

The reform of parental leave was announced at the end of 2014, during separate discussions between the government and the social partners, and the law was finally passed by the Chamber of Deputies on 11 October 2016. (Read more on the related social dialogue debate in the section above). The law of 3 November 2016 reforming the system of parental leave (in French) entered into force on 1st December 2016. Its aim is to improve work/life balance and to encourage parents in general and fathers in particular to make greater use of parental leave. The reason for this is that, according to data from the General Inspectorate of Social Security, less than half of those who are entitled to take parental leave do so (44.1% in 2014). Where fathers are concerned, only 20% take parental leave, according to the Family Ministry. Under the new system, the parental leave allowance, previously paid at a fixed rate of €1778 per month, becomes a replacement income that is paid pro rata to the income earned by the parent taking parental leave. The income received and the average number of hours worked during the 12 months preceding the leave are taken into account. The allowance cannot be less than the minimum wage (social minimum wage), which on 1st January 2017 was €1,998.59 for a full-time (40 hours) employment contract, and its upper limit will be €3,330.98 (5/3 of the minimum wage). The allowance payments will be treated as a replacement income, and will be subject to tax and social security contributions.

Both parents will be able to take parental leave until the child is 6 years old (instead of 5 years old under the previous system). One of the parents must take his/her parental leave after the maternity leave, breastfeeding leave or adoption leave (which the law calls "first parental leave"), failure to do so resulting in loss of entitlement and loss of the parental leave allowance. The other parent may take his/her parental leave at the same time as his/her spouse or partner. He/she may also take it later, but the parental leave (called "second parental leave"
by the law) must always start before the child is 6 years old. In the case of an adopted child, the age limit is extended to 12 years.

Those entitled to parental leave can now choose from several options, depending on the number of hours’ work provided for in their contract of employment.

For a person employed full-time (40 hours per week), there are four possible options:
– Full-time leave for 4 or 6 months
– Part-time leave for 8 or 12 months
– Fragmented leave: 4 months taken over a maximum period of 20 months
– Fragmented leave: a 20% reduction in the weekly hours worked (for example, 1 day per week) for a maximum of 20 months

The choice is limited for people who work part-time. For employees who work 20 or more hours per week, only the first two options are available. For those who work between 10 hours (the minimum threshold at which workers become entitled to parental leave) and 19 hours the only possible option is the first one. The same applies to people who have an apprenticeship contract.

Employers are obliged to agree to full-time parental leave, without exception. On the other hand, they can refuse to allow part-time or fragmented parental leave, even where this concerns the first parental leave, but in this case they are obliged to put forward an alternative proposal. If an employee does not wish to accept an employer's alternative proposal, he/she will still be entitled to full-time parental leave of four or six months, as he/she wishes.

**A future reform of family leave announced**

With the aim of achieving a better work/life balance, the Government Council adopted a draft law on 29 July 2016 concerning the establishment of leave for family reasons. The bill is currently under consideration by the parliament and its adoption is expected in the first semester 2017. The Chambers of employees, of Trade and of Commerce have already given their advice. This document proposes, in particular, to amend the statutory provisions concerning the following three categories of leave:

– leave for personal reasons: Special leave is granted to employees who must take leave of absence from work for personal reasons. The employer whose employee must take leave of absence from work for personal reasons (wedding, move, death of a family member, etc.) must grant him extraordinary leave. The Labour code provide the number of days for each event that an employee can obtain (2 days for the birth of a child).

– postnatal leave: the maternity leave (16 weeks) includes a “postnatal leave” of 8 weeks after the actual date of delivery that can be extended by 4 weeks in some cases (premature delivery, multiple births or breastfeeding).

– leave for family reasons: the **leave for family reasons** may be taken by an employee who needs to stay with his sick child. The maximum duration of the leave (except in special cases) is 2 days per year and per child. The employee must inform his employer at the latest on the first day of his absence. Leave for family reasons is treated as a period of sick leave due to illness or accident. During this period, the employer must continue to pay his employee.

As regards the first category, the proposed amendments are mainly intended to give fathers more free time when a child is born. On the subject of postnatal leave, the draft law proposes a general extension of this leave from 8 to 12 weeks. Concerning family leave, the draft law introduces a new system that gives parents greater flexibility in using their days of leave. Instead of providing for 2 days’ family leave, which are lost if they are not used during a calendar year, the text provides for a certain number of usable days per age category of the child, each of which covers several years. According to the draft bill, an employee could use 12 days for family reason for children between the birth and the 4th year. From 4 years old to 13 years old, the employee can use 18 days during this nine years period, and form 13 to 18 years old, the number of potential leave is reduced to 5 days, but only in case of hospitalisation.
A third Quality of Work Index study, carried out in 2015, measures the perceived satisfaction of workers in Luxembourg with their employment and work–life balance. 57% of all respondents said they were highly satisfied at work. The ‘Quality of Work Index Luxembourg’ was commissioned by the Chamber of Employees of Luxembourg (CSL) and developed by the Integrative Research Unit of Social and Individual Development (INSIDE) at the University of Luxembourg. It was used for the first time in a pilot study in 2013. The study was replicated in 2014 with minor changes. In 2015, near to one third of the respondents explain it is expecting from them to be reach outside the workplace through ICT tools. 60% of them added that it is expecting to be reach out of the normal working time and that they work often under time pressure. They face also more frequently work-life balance problems. Working under pressure affects also the sleep hours (see press release). About working family, the study highlights that 13% of the employees suffer that their important workload affect negatively their work-life balance. But the rate is higher for employees from 35 to 44 years old that have more often than the other employees to child care obligation (the rate is from 3 to 4 points higher than the average of employees and the other aged group). The study also indicates that single-parent families that wish to increase their working time are more often not satisfied of their salary (52%) than families based on a couple (19%). Otherwise 43.3% of female employees mention that they have sometimes difficulties (25.5%) or almost always (17.8%) to balance work-life and private life. Rate are lower of male employees, with respectively 18.9% and 14.1%. The average for all employees are respectively 20.5% and 13.7% (side 123).

Rights to request special working time arrangements, place of work etc.
Employees are entitled to ask for a part-time parental leave (see above), but the employer has to agree to it.

The role of collective agreements
There is no data or report on this issue. This issue is rarely covered by collective agreement and more through unilateral arrangement between the employer and the employee. In the framework of the negotiation of the new collective agreement of the banking sector (see above), social partners have created working group as “working time organisation” and “well-being” that will tackle the issue of work-life balance of working families (even there are no details on the agenda of the working group).
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