Joint Project of the European Social Partner Organisations

Study on restructuring in new Member States

SLOVENIA CASE STUDY ON RESTRUCTURING CASES: EXAMPLE OF GORENJE

This project is organised with the financial support of the European Commission

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The present case study represents an expert view and does not necessarily reflect the view of the European Social Partners

1. INTRODUCTION: PURPOSE OF THIS CASE STUDY

This document is aimed at an audience that is not necessarily expert in the Slovenian economy and social dialogue process. The case study summarizes information from Slovenian and international sources regarding the restructuring situation in late 2005. This document is also aimed at a non-Slovenian audience and is intended to reflect the views of the 3 social partners (2 employers' organisations, 1 labour organisation) interviewed for the project. These organisations are those social partners who are members of European-level social partner organisations (ETUC, UNICE, UEAPME, CEEP).

The purpose of the case study is to provide a common base of knowledge for a workshop to be held on February 16, 2006, in Ljubljana, with the social partners and their European counterparts. The results of the debate and the observations of the participants will be incorporated into the final version of the dossier and case study.

Data are current as of January 1, 2006.

2. MAIN RESTRUCTURING PATTERNS

Slovenia, always the wealthiest Republic in the former Yugoslavia, attained full independence and sovereignty in 1991. Slovenia's relatively modern and export-oriented manufacturing sector had to suffer the almost complete collapse of the ex-Yugoslav market in 1991, that occurred simultaneously the dissolution of the Soviet Union, and the rapid reorientation of the Central European states to trade with the EEC and other market economies. The modernization of Slovenia's economy took place on a gradual basis throughout the 1990s, with a gradual application of market reforms, thus Slovenia was able to switch to new markets, regain a foothold in the ex-Yugoslavia, as well as implement a social market economy avoiding the large scale unemployment, inflation, and other social tensions that prevailed in Central Europe. (For a detailed documentation of Slovenia's divergent path to full EU membership, see Mojmir Mrak, Matija Rojec, Carlos Silva-Jauregi, editors, "Slovenia: From Yugoslavia to the European Union," The World Bank, 2004).

Slovenia's outstanding economic performance and social market economy enabled it to meet all of the Maastricht Criteria already in 2005, and the country will adopt the Euro as its official currency in 2007, the first among the 10 new member states.

Declining sectors

The year 2005 marked a "record year" for restructuring in Slovenia according to the European Monitoring Centre. In their statistics (See charts reprinted below) 7300 jobs were eliminated (in 2005) in the chemical, commerce, construction, electrical, food, glass, metal public, and pulp sectors. Even the banking sector faced some job reductions. Of the 7300 jobs reduced, 3009, or 41% were in the textiles and leather sector, and in this case, off shoring and delocalisation dominated as the cause. These cases are the larger events that were reported to the ERM Centre, and may hide a "deeper" restructuring taking place in the SME and micro enterprise sectors.

These 7300 jobs that were reduced amount to 0,9% of the total employed workforce, and to only 0,8% of entire working age population taking into account the registered unemployed as well. This, of course, does not discount the large local impact that a plant closing of 100-1000 employees may have in a particular jurisdiction.

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Sectors undergoing the heaviest restructuring are the following:

| Sector | Reasons for restructuring |
|-----------------|--|
| Textiles | Production moving to lower wage countries |
| Leather | Production moving to lower wage countries |
| Clothing | Production moving East to lower wage countries |
| Retail trade | New law requires retailers to close on Sunday |
| Food processing | Scale economies, multinational processors consolidate on European basis |
| Construction | Bankruptcies |
| Public sector | Railroad and post office subject to structural reform due to EU competition directives |
| Telecom | Sale of state share may induce restructuring for competitive reasons |

Restructuring Cases, Examples of In-bound Investment from 2005 only

Planned job reductions

| Company | Group | Type of restructuring | Sector | Planned job reductions | Announcement date | Employment effect start | Employment effect timeline |
|---------------------------|-----------|-------------------------------|------------------------------|---------------------------|----------------------|----------------------------|-------------------------------|
| Lek | Sandoz | Internal restructuring | Chemical | 250 | 2005.12.21 | | 2006.12.31 |
| Mercator | | Other | Commerce | 500 | 2005.05.23 | 2006.01.01 | |
| ERA | | Other | Commerce | 100 - 150 | 2005.05.24 | | |
| Lesna TSP Radlje | _ | Bankruptcy/Closure | Construction and woodworking | 120 | 2005.07.19 | | |
| Tomos | | Internal restructuring | Construction and woodworking | 155 | 2005.07.25 | | |
| Ingrad | | Bankruptcy/Closure | Construction and woodworking | 180 | 2005.06.07 | 2005.06.08 | |
| Iskraemeco | - | Internal restructuring | Electrical | 100 | 2005.08.19 | | 2005.12.31 |
| Siteco | Siteco | Offshoring/ Delocalisation | Electrical | 396 | 2005.09.21 | | 2006.02.28 |
| Vesna | | Internal restructuring | Electrical | 103 - 229 | 2005.11.26 | | |
| Nova Ljubljanska Banka | | Internal restructuring | Financial services | 119 | 2005.08.30 | | 2005.12.31 |
| Nova KBM | | Merger/Acquisition | Financial services | 173 | 2005.09.19 | | |
| Fructal | _ | Internal restructuring | Food, beverage and tobacco | 60 | 2005.10.07 | | 2008.01.01 |
| Droga Kolinska | Istrabenz | Merger/Acquisition | Food, beverage and tobacco | 175 - 285 | 2005.08.02 | 2005.09.21 | |

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|--------------------|-------------------------------|---|---|--|--|--|
| | Internal restructuring | Glass and cement | 200 | 2005.09.12 | | |
| Gorenje Group | Internal restructuring | Metal and machinery | 400 | 2005.12.23 | | |
| | Internal restructuring | Public Sector | 600 | 2005.09.30 | | 2007.12.31 |
| | Internal restructuring | Pulp and paper | 500 | 2005.12.21 | | 2009.01.01 |
| | Internal restructuring | Textiles and leather | 60 | 2005.09.15 | | 2005.09.30 |
| | Bankruptcy/Closure | Textiles and leather | 100 | 2005.07.05 | 2005.07.08 | |
| | Internal restructuring | Textiles and leather | 118 | 2005.08.30 | | 2005.12.31 |
| | Offshoring/ Delocalisation | Textiles and leather | 120 | 2005.07.08 | | |
| | Bankruptcy/Closure | Textiles and leather | 126 | 2005.07.14 | | |
| | Bankruptcy/Closure | Textiles and leather | 150 | 2005.11.22 | | |
| Beti Metlika | Offshoring/ Delocalisation | Textiles and leather | 180 | 2005.07.28 | | |
| - | Internal restructuring | Textiles and leather | 230 | 2005.08.30 | | 2005.12.31 |
| | Offshoring/ Delocalisation | Textiles and leather | 1000 | 2005.12.07 | | 2008.12.31 |
| | Internal restructuring | Textiles and leather | 180 - 654 | 2005.07.12 | | |
| Skupina Prevent | Internal restructuring | Textiles and leather | 285 - 428 | 2005.08.30 | | 2005.12.31 |
| | Group Group | Gorenje GroupInternal restructuringGorenje GroupInternal restructuringInternal restructuringInternal restructuringInternal restructuringInternal restructuringInternal restructuringBankruptcy/ClosureInternal restructuringOffshoring/ DelocalisationBeti MetlikaOffshoring/ DelocalisationBeti MetlikaOffshoring/ DelocalisationInternal restructuringOffshoring/ DelocalisationBeti MetlikaOffshoring/ DelocalisationInternal restructuringOffshoring/ DelocalisationSkupinaInternal restructuring | Internal restructuringGlass and cementGorenje GroupInternal restructuringMetal and machineryInternal restructuringPublic SectorInternal restructuringPulp and paperInternal restructuringPulp and paperInternal restructuringTextiles and leatherBankruptcy/ClosureTextiles and leatherInternal restructuringTextiles and leatherInternal restructuringTextiles and leatherInternal restructuringTextiles and leatherInternal restructuringTextiles and leatherBankruptcy/ClosureTextiles and leatherBankruptcy/ClosureTextiles and leatherBankruptcy/ClosureTextiles and leatherBeti MetlikaOffshoring/ DelocalisationTextiles and leatherInternal restructuringTextiles and leatherOffshoring/ DelocalisationTextiles and leatherInternal restructuringTextiles and leatherInternal restructuringTextiles and leatherSkupinaInternal restructuringTextiles and leather | Gorenje GroupInternal restructuringMetal and machinery400Internal restructuringPublic Sector600Internal restructuringPulp and paper500Internal restructuringPulp and paper500Internal restructuringTextiles and leather60Bankruptcy/ClosureTextiles and leather100Internal restructuringTextiles and leather118Offshoring/ DelocalisationTextiles and leather120Bankruptcy/ClosureTextiles and leather120Bankruptcy/ClosureTextiles and leather126Bankruptcy/ClosureTextiles and leather150Beti MetlikaOffshoring/ DelocalisationTextiles and leather180Internal restructuringTextiles and leather180Offshoring/ DelocalisationTextiles and leather180Internal restructuringTextiles and leather1000SkupinaInternal restructuringTextiles and leather180 - 654 | Internal restructuringGlass and cement2002005.09.12Gorenje GroupInternal restructuringMetal and machinery4002005.12.23Internal restructuringPublic Sector6002005.09.30Internal restructuringPublic Sector6002005.09.30Internal restructuringPulp and paper5002005.12.21Internal restructuringTextiles and leather602005.09.15Internal restructuringTextiles and leather1002005.07.05Internal restructuringTextiles and leather1182005.08.30Offshoring/ DelocalisationTextiles and leather1202005.07.14Bankruptcy/ClosureTextiles and leather1262005.07.14Bankruptcy/ClosureTextiles and leather1502005.11.22Beti MetlikaOffshoring/ DelocalisationTextiles and leather1802005.07.28Internal restructuringTextiles and leather1802005.07.28Internal restructuringTextiles and leather1802005.07.28Internal restructuringTextiles and leather1802005.07.12Internal restructuringTextiles and leather1802005.07.12SkupinaInternal restructuringTextiles and leather180 - 6542005.07.12 | Internal restructuringGlass and cement2002005.09.12Gorenje GroupInternal restructuringMetal and machinery4002005.12.23Internal restructuringPublic Sector6002005.09.30Internal restructuringPulp and paper5002005.12.21Internal restructuringPulp and paper5002005.09.15Internal restructuringTextiles and leather602005.09.15Bankruptcy/ClosureTextiles and leather1002005.07.05Internal restructuringTextiles and leather1182005.07.08Internal restructuringTextiles and leather1202005.07.14DelocalisationTextiles and leather1262005.07.14Bankruptcy/ClosureTextiles and leather1502005.07.28Beti MetlikaOffshoring/ DelocalisationTextiles and leather1802005.07.28Beti MetlikaOffshoring/ DelocalisationTextiles and leather1802005.07.28Internal restructuringTextiles and leather1802005.07.28Internal restructuringTextiles and leather1802005.07.28Internal restructuringTextiles and leather10002005.12.07Internal restructuringTextiles and leather180 - 6542005.07.12Internal restructuringTextiles and leather180 - 6542005.07.12SkupinaInternal restructuringTextiles and leather180 - 6542005.07.12 |

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Source: http://www.emcc.eurofound.eu.int/erm/

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Planned job creations in 2005

| Company | Group | Type of restructuring | Sector | Planned job creation | Announcement date | Employment effect start | Employment effect timeline |
|---|--------------|-----------------------|--------------------------------|-------------------------|----------------------|----------------------------|----------------------------------|
| Hofer | Aldi Süd | Business expansion | Commerce | 200 | 2005.05.11 | 2007.01.01 | |
| Engrotus | Tus | Business expansion | Commerce | 300 | 2005.09.19 | | |
| Hofer | Aldi Süd | Business expansion | Commerce | 2500 | 2005.12.08 | 2006.01.01 | |
| Steklarna Hrastnik - Skupina | | Business expansion | Glass and cement | 200 | 2005.06.13 | 2005.09.23 | 2008.06.15 |
| Istrabenz Hoteli Portoroz | Istrabenz | Business expansion | Hotel, restaurant and catering | 130 | 2005.08.26 | | 2007.12.31 |
| Sun Roller Adriatic | Sun Roller | Business expansion | Motor | 100 | 2005.10.11 | | 2008.10.11 |
| SAPS | Schefenacker | Business expansion | Motor | 120 | 2005.05.05 | 2005.06.30 | |
| Adria Mobil | | Business expansion | Motor | 120 | 2005.10.07 | | |
| DaimlerChrisler/ Unior | | Business expansion | Motor | 150 | 2005.04.15 | 2005.06.21 | |
| Carthago | | Business expansion | Motor | 150 | 2005.12.29 | | |
| Revoz | Renault | Business expansion | Motor | 1200 | 2005.08.04 | | |
| Public administration of the Republic of Slovenia | | Other | Public Sector | 310 | 2005.08.05 | | 2008.07.01 |
| Grieshaber Transport+Logistik | | Business expansion | Transport and storage | 130 | 2005.05.12 | 2005.12.31 | 2006.12.31 |
| | | | | | | | |

Source: http://www.emcc.eurofound.eu.int/erm/

3. MAIN APPROACHES AND PRACTICES IN RESTRUCTURING AND SOCIAL DIALOGUE

Restructuring has taken place in a soft manner in Slovenia since 1991 for the following reasons:

- the collapse of the internal Yugoslav market in 1991
- independence of Slovenia in 1992;
- collapse of the former socialist system in Central Europe and the Soviet Union;
- organic restructuring as Slovenia introduced domestic market rules in the 1990s;
- preparation for EU accession and the
- "conquest" of traditional and new Slovenian markets; "
- globalisation" and competition from Asia and Eastern Europe (Romania, Ukraine etc.).

According to a study by Miroslav Stanojevic (see "Social dialogue and EMU in Slovenia," page 254, available on <u>www.eurofound.eu.int</u>,) the Slovene model of employee reduction differs from practices used in the EU 15 and in other transition countries. For example, early retirement was used nearly twice as often in other transition countries. Compulsory redundancies occurred the least frequently. Redeployment, outplacement and outsourcing was used 30-50% more often than in the EU 15, and slightly less more often than in the other transition countries. Only the "nonrenewal" of fixed contracts was used as often in the EU15 or elsewhere.

Stanojevic explains this by citing the five features of social dialogue and industrial relations that makes Slovenia unique:

1) intense strike activity in the early 1990s;

2) Powerful trade unions with high representation (supported by mandatory collective agreements);

3) Governments preferred exchanges and dialogue to confrontation;

4) Centralised social dialogue and collective bargaining (mandatory Chamber membership at least through 2005 for the employer side);

5) Traditional adversarial relations were handled at the micro level. (Stanojevic, p. 256).

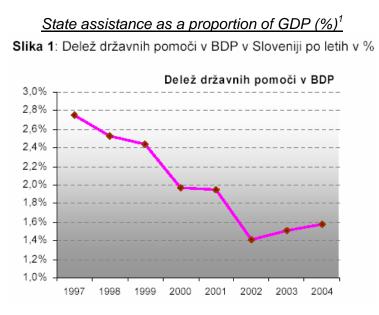
In this tradition of collective agreements and representation, the social compact negotiations, as well as the Government's Lisbon reform strategy, mandatory Chamber of Commerce and Chamber of Craft membership, restructuring caused by EU directives and global competition, take on a very "comprehensive" and consensus-seeking nature. (See also: European Foundation for the Improvement of Living and Working Conditions, "Social dialogue and conflict resolution in Slovenia," 2004, available at www.eurofound.eu.int). In contrast with the rest of Central Europe, Slovenia enforced a moratorium on corporate bankruptcies in 1992, in order to allow for subsidized restructuring, transformation and privatization that respected the traditional powers of the Workers' Councils, that in many cases, were the legal owners of enterprises. (Collective self-management, social ownership, i.e. not state ownership).

Bankrupt firms that were not under social ownership were assigned to the Development Fund for transformation, restructuring, and in some cases, partial privatization. These firms continued to receive subsidies until EU membership and competition directives forced the Government to reduce or eliminate them. The second category of firms, i.e. that in social ownership, was under the legal framework of the Law of Transformation. They were reorganised, partially privatised, but remained under strong employee-owner influence. Finally, strategic assets, such as the telecom company, post office, electrical grid, energy sector, steel etc. remained under direct state ownership, although in most cases transformed into share companies of some sort. (See Simoneti, Rojec, Gregoric: "Privatization, Restructuring, and Corporate Governance of the Enterprise Sector," in <u>Slovenia</u>, World Bank, 2004).

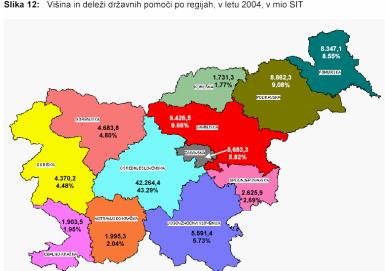
Soft restructuring through State Subsidies:

Successive Slovenian governments have spent 1,6 to 2,8% of the GDP annually on subsidies to increase the "competitiveness" of firms. Critics have called this a method of delaying inevitable unemployment and perhaps restructuring that leads to bankruptcy. On the other hand, firms that have enjoyed these state subsidies are better prepared for privatisation, or for accepting increases in capital from foreign investors. Given EU competition directives, these subsidies will be phased out. The existence of subsidies for firms that remained in business in difficult times explains one significant aspect of the Slovenian "soft" approach to economic transition.

The social partners interviewed seemed to agree with the philosophy of the soft approach.
What is subject to discussion is the need for reforms that have been "delayed" until EU accession.



State assistance seems to be concentrated in Central Slovenia (43%), neither the least developed nor the poorest region in the country. Poorer regions with more unemployment and less development, such as Pomurksa, Drava and Sava, received 9% or less in state aid each.

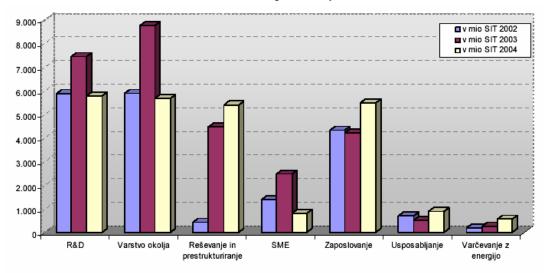




Firms also received state subsidies in the period 2002-2004 to "prevent bankruptcy" and to support structural change. The purposes of these grants are listed in the table below.

¹All charts come from: Sedmo poročilo o državnih pomočeh v Sloveniji, -Seventh Report on State Aid in Slovenia, Ministry of Finance, 2005. <u>http://www.mf-rs.org/mf/slov/nadz_pom/porocilo_sedmo.pdf</u>

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From left to right: R and D, Environment, preventing bankruptcy and supporting restructuring, SME, employment, training, energy efficiency.

Subsidies by sector are also indicative of industrial policy. In 2003 and 2004, agriculture received 29 and 23% of state subsidies, while manufacturing accounted for 27% in each year. Transport received 14 and nearly 20% of subsidies in 2003 and 2004. Thus discounting for agriculture, manufacturing and transport received 47% of the subsidies paid by the State in 2004. In tolar terms, manufacturing received 26 billion tolars in 2004 while transport was paid nearly 20 billion tolars.

• The firms no longer receiving these subsidies in 2005 and beyond may face restructuring.

Please see Annex 2 for more details on subsidies paid by sector, 2003-2004.

Legal Protections for Employees:

The Law on Employment Relations (1991-2003, 2003 to date)

The old laws did not allow layoffs and reductions in the former Yugoslavia. In other words, economic reasons were not sufficient. The Labour Code in force from 1991 to 1993 required 6 months advance notice in the case of a layoff, and made removing workers very expensive. That is, for every year of service, half a month's salary was to be paid to the employee in form of severance, and significant procedural costs also are in force. The use of fixed term contracts and temporary agencies is also regulated more strictly than in the other transition countries.

2003 Law on Employment Relations:

This Labour law has several important provisions re. "mass layoffs" and the reduction of employees for business and other reasons. The following reasons are allowed for terminating an employment contract (Article 75): expiration of validity, death of either natural party to the contract, consensual cancellation, ordinary or extraordinary termination, court judgement.

The easiest form of cancellation is consensual (Article 79) and this paragraph is probably used quite often with the appropriate incentives. General termination must be justified, and notice given in writing. (Article 81-83). The trade union must be notified if the worker requests it. (Art. 84). If the union opposes the termination, the termination may not go into force until the end of the arbitration period.

A worker may be terminated when offered a new contract. (Article 90). The worker has 30 days in which to express his opinion.

Giving notice: The employee must give 30 days notice. If the employee is terminated for business reasons, there is a complex system of notification based upon number of years on the job. Ranging from 30 days if the employee was with the firm for less than 5 years, or up to 150 days if the employee had at least 25 years of service (including the legal predecessor). (Art, 92).

Mass layoffs for business reasons: (Art 96)

A special program for redundant workers must be put into place if within 30 days at least 10 workers become redundant in a firm with 20 to 100 employees. Between 100 and 300 workers, the layoff must affect 10% of the employees, or at least 30 workers if the firm has more than 300 workers. (Firms with fewer than 20 employees seem to be exempt from the dismissal program for redundant workers clause).

The redundant workers program must be put into place within 3 months if more than 20 workers are involved. The trade union must be informed and consulted with the intention of working out an agreement. The Employment Service must also be consulted and informed (Art 97-98), and cannot act re. the dismissals until 30 days have gone by after notifying the Employment Service.

The dismissal program, described in Article 99, has the following obligatory components:

- 1. Measures for limiting the numbers of workers to be dismissed, including options for continued employment under new conditions;
- 2. The list of redundant workers
- 3. List of package to soften the blow: outplacement, jobs in other firms, assistance with starting new firms etc.
- 4. Financial assessment of dismissal program

There are legal criteria for determining who is redundant (Article 100). These include the workers' qualifications and education, work experience, job performance, years of service, health, social condition, sole breadwinner or parent of 3 or more children. Pregnant and nursing women are protected, as are those in "bad social condition."

 Employers have pointed out that these conditions take everything into account except the financial and market strength of the employer, i.e. this includes social policy elements that are paid for by firms who cannot reduce staff.

The employer must heed the opinion of the Employment Service and the trade union, and at the request of the Service, the dismissals can be delayed by 60 days. If any new hiring takes place within one year, the dismissed workers have priority if they were let go for business reasons only and can fulfil the conditions of the new jobs. If the firm is sold in a bankruptcy, the new owner must turn to the old employees first in any expansion. (102-105).

Severance pay:

The average monthly wage for the three months before termination is the basis for calculating severance pay. (Article 109). The worker is entitled to 1/5th monthly pay for each year worked under between 1 and five years. Over 5 years and under 15 years, it is 1/4th month pay for each year worked. For over 15 years of service, the basis is 1/3 month salary for each year worked.

Protections against termination: (Article 113-118)

The employer may not terminate (**for whatever reason**? Authors remark) works council members, trade union representatives, board members or other such officials without the consent of the union.

Older workers above a certain age may not be terminated unless they qualify for full pensions or unless they agree to a package that supports them until they reach full pension age.

The female worker who is pregnant or breastfeeding may also not be dismissed. Similar protections apply for disabled and ill persons.

Discussion item:

 Are there measures that seem excessive from the employers' side? Are there additional protections employees' representatives would like to see?

IV. BRIEF CASE DESCRIPTION: GORENJE

General Situation

Before discussing the specific situation of Gorenje's Slovenian approach to multiple restructuring, we should consider that during the 1990s and up until 2004, Slovenian companies were "reconstructed" under a system of targeted state subsidies and careful reductions in force. According to Stanojevic (op. cit.), Slovenian firms used early retirement twice as often as firms in Central Europe during restructuring. A sharp contrast exists between the Slovenian approach to voluntary reduction, i.e. voluntary reductions are used more than twice as often as in the other Central European states. Regarding compulsory reductions, i.e. firing of employees, Slovenian firms used this method only 15% of the time, whereas in Central Europe, this came out to 50%. Redeployment, outplacement, and outsourcing were also used significantly more often than in other transition countries who are Slovenia's most direct competitors. (Stanojevic, pp. 254-256).

It is important to point out that Slovenia had strong strikes during the 1990s, and Slovenian trade unions represent a high proportion of workers. Finally, social dialogue has been relatively advanced, and this could soften the effect of restructuring.

Gorenje²:

Several social partners and experts identified Gorenje group as a suggested successful case study for how a firm in a former socialist country can reorganise, downsize and reorient itself given the collapse of its internal market and the former Yugoslav markets as well.

² Based on interviews with Gorenje management, popular and academic literature cited as appropriate.

One must recognize that Gorenje is not a typical Slovenian company since it exports nearly 90% of its products, has over 34 subsidiaries all over Europe, and has started to move some of its manufacturing to Serbia, while being able to retain and upgrade the quality of its high tech workforce at home.

Gorenje, established in 1950, has gone through many restructurings, but as early as the 1960s oriented itself to exporting to "Western" Europe. In the context of the Slovenian electronics industry, Gorenje accounts for 1 billion euros in sales in 2005 (est) and that is about 1/3 of the total sales of the Slovenian electronics and electrical industry. This is achieved with about 5,400 employees, the numbers of which declined only slightly since 2001, i.e. from 8,236³ to 5,400 at the end of 2005. These 5,400 employees make up only 1/7th of the total employment in the electronics and electrical sector. (Tipo data). Gorenje has announced an internal restructuring to take place starting at the end of 2005, affecting some 400 workers. In interviews with management, Gorenje indicated that its Serbian investment in Valjevo will not result in displaced jobs, as the firm is moving upscale and upmarket, creating demand for well-trained technical and manufacturing employees who are also involved in continuous quality improvement and research and development.

Gorenje went through several crises in the 1980s, when it was able to redouble its investment and export efforts in the EEC and in neighbouring advanced countries such as Austria. Costs were cut, quality and manufacturing improvements made continuously, all of course within the context of Socialist full employment. Gorenje survived the collapse of the ex-Yugoslav market by exporting close to 95% of its total sales during the nineties. Gorenje invests intensively in research and development, and is able to sell most of its goods under its own brand names.

Gorenje management, as well as outside experts attribute this performance to, among others, a very loyal workforce. This loyal workforce is retained by exceeding the social expectations and constant dialogue with the employees and their organisations.⁴ Gorenje management has pointed out, that facilities are such that all employees feel wanted and comfortable, and equipment, furnishings etc. are the best that can be provided. Employee benefits include extensive continuing education (lifelong learning), annual interviews, preventive medical checkups, recreation, free meals, jubilee awards

³ Marjan Svetlicic, "Old Multinational from a young transition economy: A case of Gorenje." Manuscript, 2002.

⁴ Confirmed by Boro Jerabek, Director of Innovation, Gorenje Group.

etc. These lead to a certain level of devotion on both the part of management and employees that were put to use when downsizing had to take place.

Besides the usual incentives used commonly in Slovenia during downsizing such as generous severance, early retirement etc, Gorenje provides alternative forms of employment to workers who are injured or have reduced physical strength. To achieve this goal, the firm established a special subsidiary that employs people with reduced skills, and it also tries to employ disabled employees as well.

Gorenje's practices must be put in the context of labour shortages, i.e. they are forced, as management has indicated, to continuously "optimize the internal organisation of processes." Gorenje prefers to use early retirement as a method to reduce workforces, allowing the hiring of young people perhaps from the savings. Given the strong unions and works council, Gorenje has to have a cooperative culture, where every significant decision affecting employment etc. is discussed intensively. Outplacement, and good relations with the state employment service also assist Gorenje in making "soft" reductions in its workforce.

On a strategic level, of course, the group is expanding production in Serbia, and aims to increase market share in the high end of the spectrum, and that involves the use of highly qualified production and research employees in the future as well.

Telekom Slovenije has also reduced staff since 2000. Their packages must be approved by the works council and included such benefits upon redundancy as 1 year of salary for each year worked. This incentivized older workers to retire early, as the workforce has an average age of 46 in the fast changing telecoms sector. Finally, reduced workers were also offered a chance to work in a call centre.

Gorenje's slow reduction in workforce did not seem to be accompanied by intense union protest, as delicate and intensive negotiations settled matters within the firm's walls. The results, increases in productivity, sales and quality, as measured by export success, seem to demonstrate that labour and management are at peace when it comes to influencing the future competitiveness of the firm.

Gorenje's size, and successful history even during socialist Yugoslavia make it an exception, however the principles applied in human resources management do offer lessons for smaller firms as well.

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V. CRITICAL ISSUES & MAIN CHALLENGES FOR UPCOMING RESTRUCTURING CASES

What is critical for the near future is which sectors have not yet undergone massive restructuring: the public corporations such as the post office and railroad, the education system and the health care system, as well as those enterprises that still enjoy significant or majority state ownership and will be sold under the government's strategy for achieving the Lisbon Goals.

The privatisation of Slovenia's economy is not yet complete. The State, according to the Reform Programme for Achieving the Lisbon Strategy Goals (October 2005) is a significant direct and indirect owner of prominent Slovenian companies through several parastatal funds such as KAD and SOD. These means that Slovenian success stories that are organised as private firms still have significant state ownership, and this may lead to concerns with EU competition policy, equal opportunity and transparency.

Slovenia's largest firms by income and by persons employed, as the table indicates, have significant state ownership, either directly at the Republic level as in the case of Telekom, or through the state pension fund and compensation funds.

| Rank | Company | Revenues in 1000 tolars | Employees |
|------|---|-------------------------------|-----------|
| 1 | Petrol Slovenska Energetska Druzba, D.D., Ljubljana | 320772600 | 620 |
| 2 | Poslovni Sistem Mercator | 225444473 | 7280 |
| 3 | Revoz Podjetje Za Proizvodnjo in Komercializacijo Avtomobilov D.D. | 209928044 | 2275 |
| 4 | Merkur - Trgovina in Storitive, D.D. | 152100851 | 2380 |
| 5 | Gorenje Gospodinjski Aparati, D.D. | 144149916 | 5671 |
| 6 | Lek Farmacevtska Druzba D.D. | 127653357 | 2510 |
| 7 | Prevent Avtomobilske Sedezne Prevleke, Delovna Oblacila in Rokavice D.D. | 118410784 | 344 |
| 8 | Holding SlovenskeElektrarne D.O.O. | 116294167 | 80 |
| 9 | OMV Istrabenz, Trgovina z Nafto in Naftnimi Derivati, D.O.O. | 98938164 | 103 |
| 10 | Krka, Tovarna Zdravil, D.D:, Novo Mesto | 97977511 | 3541 |
| 11 | Spar Slovenija Trgovsko Podjetje D.O.O. Ljubljana | 94728927 | 2314 |
| 12 | Engrotus Podjetje za Trgovino, D.O.O. | 89533068 | 2316 |
| 13 | Telecom Slovenije D.D. | 85293522 | 2118 |
| 14 | Mobil Telekomumikacijske, D.D., Ljubljana | 83401361 | 813 |
| 15 | Splonsno Gradbeno Podjetje Slovenija Ceste Tehnika Obnova, D.D. | 75224772 | 2420 |
| 16 | Renault Nissan Slovenija, Trzenje in Prodaja Avtomobilov, D.O.O. | 65509584 | 152 |
| 17 | Sava Tires, Druzba zs Proizvodnjo Pnevmatnik, D.O.O. | 65061034 | 1568 |
| 18 | Talum Tovarna Aluminija D.D. Kidricevo | 64279159 | 985 |
| 19 | Impol Industrija Metalnih Polizdelkov D.D. | 62500112 | 974 |
| 20 | Elektro Ljubljana Javno Podjetje Za Distribucijo Elektricne Energije D.D. | 61671349 | 1087 |

The largest companies by income

Source: The 500 Largest companies in Slovenia. Slovenian Busieness Week Report (Special Issue), 2005

Several of these firms below, such as the Post Office, fashion producers, foundries etc. will face or have faced restructuring already in 2005, or are under threat from EU competition rules.

| Rank | Company | Employees |
|------|---|-----------|
| | | |
| 1 | Poslovni Sistem Mercator D.D. | 7280 |
| 2 | Posta Slovenije D.O.O. | 5946 |
| 3 | Gorenje Gospodinjski Aparati, D.D. | 5671 |
| 4 | Mura European Fashion Design D.D. | 3864 |
| 5 | Krka, Tovarna Zdravil, D.D., Novo Mesto | 3541 |
| 6 | Lek Farmacevtska Druzba D.D. | 2510 |
| 7 | SGP Slovenija Ceste Tehnika | 2420 |
| 8 | Unior Kovaska Industrija D.D. | 2400 |
| 9 | Merkur - Trgovina in Storitive, D.D. | 2380 |
| 10 | Engrotus Podjetje za Trgovino, D.O.O. | 2316 |
| 11 | Spar Slovenija D.O.O. Ljubljana | 2314 |
| 12 | Revoz D.D. | 2275 |
| 13 | Telecom Slovenije D.D. | 2118 |
| 14 | Premogovnik Velenje, D.D. | 2108 |
| 15 | Iskraemeco, Merenje in Upravljanje Energije, D.D. | 1932 |
| 16 | Perutnina Ptuj D.D. | 1668 |
| 17 | Boxmark Leather Proizvodnja in Trgovina D.O.O. | 1666 |
| 18 | Era D.D., Velenje | 1588 |
| 19 | Sava Tires D.O.O. | 1568 |
| 20 | Primorje D.D. | 1532 |

| The largest companies by employee |
|-----------------------------------|
|-----------------------------------|

Source: The 500 Largest companies in Slovenia. Slovenian Business Week Report (Special Issue), 2005

Surprisingly, many of Slovenia's privatised and successful exporting firms have significant direct and indirect State ownership. The Lisbon strategy of the current government calls for a significant reduction of these state shares by selling to private portfolio investors or strategic investors. This, of course, has restructuring implications.

| Rank | Group | State Funds (%) | State ownership (%) |
|------|-------------------------------------|--------------------|---------------------------|
| 1 | Mercator | 13,57 | |
| 2 | Petrol | 62 | |
| 3 | Gorenje | 33,7 | |
| 4 | Merkur | 25,66 | |
| 5 | Telekom Slovenije | 9,84 | 62,53 |
| 6 | Lek | 25,8 | |
| 7 | HSE | | |
| 8 | Elektro Slovenija | | 100 |
| 9 | Krka | 14,4 | |
| 10 | Prevent | | |
| 11 | Autocommerce | | |
| 12 | SIJ - Slovenska Industrija Jekla | | |
| 13 | SCT | 1,7 | |
| 14 | Holding Slovenske Zeleznice | | |
| 15 | Primorje | | |
| 16 | Kemofarmacija | | |
| 17 | Era | | |
| 18 | Cimos | 21,39 | |
| 19 | Sava | 29,77 | |
| 20 | Intereuropa | 10 | |

State Share in Group Ownership (ranking by income, 2004)

Source: The 500 Largest companies in Slovenia. Slovenian Business Week Report (Special Issue), 2005

Based upon the effect of EU competition directives, and anticipated sales of state shares in some larger enterprises, "restructuring" is expected in the following areas in the 2006-2009 timeframe:

- Transformation of parastatal holding funds (KAD and SOD), and sale of shares
- Sales of remaining banks, insurance companies etc. in which the State still has a significant direct or indirect share
- Post office upon full liberalisation in 2009
- State Railways upon liberalisation of cargo, passenger, and track service
- Telecom monopoly state share to be sold (State still retains a nearly 63% share in Telekom Slovenije in 2006)
- Electric production and distribution to be liberalised, perhaps privatised
- State share in petroleum importer/refinery/distributor to be reduced

Views of Social Partners on Specific Case

- All employer organisations regarded Gorenje as a success story
- Employee organisation is concerned not about current restructuring practice at firm, but about long term impact of FDI in Serbia and elsewhere, i.e. will production abroad lead to reductions in Slovenian workforce?
- The share of "grey" or informal employees is between 6 and 10% of those employed (employee org)
- Regional labour shortages are caused by unwillingness to move (employee org)
- The restructuring procedure in Slovenia is mostly acceptable (employee org)
- Employers: Large scale production will fade, but slow privatisation was an advantage. The main challenge is to have good retraining to allow more high value-added Slovenian content.
- How can example of Gorenje, Telekom etc. be used in SME sector? (author)

Annex 1: Recent Restructuring/investment events from the European Monitoring Centre

Breakdown of employment effect by type of restructuring (2002 to December, 2005)

| | - | % Planned job reductions | | % planned job creation | # Cases | % Cases |
|--------------------------------|------|-----------------------------|------|---------------------------|------------|------------|
| Internal restructuring | 3241 | 52.21% | 0 | 0% | 15 | 36.59% |
| Business expansion | 0 | 0% | 5300 | 94.47% | 12 | 29.27% |
| Bankruptcy / Closure | 676 | 10.89% | 0 | 0% | 5 | 12.2% |
| Offshoring / Delocalisation | 1516 | 24.42% | 0 | 0% | 4 | 9.76% |
| Other | 600 | 9.66% | 310 | 5.53% | 3 | 7.32% |
| Merger / Acquisition | 175 | 2.82% | 0 | 0% | 2 | 4.88% |
| Relocation | 0 | 0% | 0 | 0% | 0 | 0% |
| Outsourcing | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 6208 | 100% | 5610 | 100% | 41 | 100% |

European Monitoring Centre "search result"

http://www.emcc.eurofound.eu.int/erm/index.php?template=searchfactsheets

Fact Sheet Details

| Company: Gorenje Geographic location: | e | Country: Slovenia Region: Slovenia ; Slo d unit(s): | ovenija |
|--|-----------------------------------|---|---------|
| Company: | | Gorenje Group | |
| | | Metal and machinery electric domestic appl | |
| | Number employed: | 5360 | |
| Employment | Announcement Date: | 2005-12-23 | |
| effects: | Planned job reductions (min.): | 400 | |
| | Planned job reductions (max.): | | |
| | Type of restructuring: | Internal restructuring | |
| | Employment effect start: | | |
| | Employment effect timeline: | | |
| | Direct dismissals: | | |
| | Other job reduction measures: | | |
| | Planned job creation: | | |

| Additional information: | Gorenje, a producer of large household appliances with a 4% European market share, plans to tighten its cost efficiency policy and dismiss 400 workers. Announced joint-venture with a local unit of Schefenacker might hire a bulk of the group. | |
|----------------------------|--|--|
| Sources: | Dnevnik, 2005-12-23 | |
| Links: | 0 | |

Fact Sheet Details

| Company: Vesna | | | | | |
|-------------------------|---|--|--|--|--|
| Geographic location: | Country: Slovenia Region: Slovenia ; Slovenija Affected unit(s): | | | | |
| Company: | Group : Sector : Electrical - Manufacture of electrical machinery and apparatus n.e.c. Number employed: 229 | | | | |
| Employment effects: | Announcement Date:2005-11-26Planned job reductions (min.):103Planned job reductions229 (max.):Type of restructuring:Internal restructuringEmployment effect start:Internal restructuringDirect dismissals:Other job reduction measures:Planned job creation:Internal restructuring | | | | |
| Additional information: | Management of Vesna, a producer of batteries and accumulators, proposed in its restructuring plan to keep some of its production in Maribor at the cost of more than 100 jobs lost. Most of the redundant workers are found amongst the administration. Worst case scenario - moving the production to company's other unit in FYR Macedonia - is, however, not yet written-off. | | | | |
| Sources: Links: | Delo, 2005-11-26 http://www.vesna.si/english/index2.htm | | | | |

Fact Sheet Details

| Company: Siteco | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|
| Geographic location: | Country: Slovenia Region: Slovenia ; Slovenija Affected unit(s): | | | | | | | | |
| Company: | Group : Siteco Sector : Electrical - Manufacture of lighting equipment and electric lamps Number employed: 396 | | | | | | | | |
| Employment effects: | Announcement Date:2005-09-21Planned job reductions (min.):396Planned job reductions396(max.):0ffshoring/DelocalisationEmployment effect start:2006-02-28Direct dismissals:0fther job reduction measures:Planned job creation:1 | | | | | | | | |
| Additional information:A Maribor based filial of German Siteco, manufacturer and supplier of interior, outdoor and custom lighting solutions, is terminating its business operations for failing to satisfy profit expectations of a major shareholder, international investor JPMorgan. Company has been listed as one of 100 most promising industrial units in Slovenia with a 20% average growth rate and a profit margin of up to 17% during last five years. Production lines will be moved to China and most of nearly 400 employees will be left jobless by February 2006. The company's research unit, together with engineers, will be relocated to Germany's headquarters. | | | | | | | | | |
| Sources: | Dnevnik, 2005-09-24 Delo, 2005-09-26 | | | | | | | | |
| Links: | http://www.siteco.si/company/?currency=SIT⟨=en&javascript=true | | | | | | | | |

| Fact Sheet Details | | | | | | | | |
|----------------------------|---|--|--|--|--|--|--|--|
| Company: Iskraem | eco | | | | | | | |
| Geographic location: | Country: Slovenia Region: Slovenia ; Slovenija Affected unit(s): | | | | | | | |
| Company: | Group : Sector : Electrical - Manufacture of electricity distribution and control apparatus Number employed: 1900 | | | | | | | |
| Employment effects: | Announcement Date:2005-08-19Planned job reductions (min.):100Planned job reductions (max.):100Type of restructuring:Internal restructuringEmployment effect start:2005-12-31Direct dismissals:100Other job reduction measures:100Planned job creation:100 | | | | | | | |
| Additional information: | One of the leading global producers of equipment and systems for energy measurement and management segmentation has showed weaker business records in 2005, primarily due to a shrinking demand of classical electricity meters in its traditional markets and the increase of raw materials' prices. Five hundred, mainly short- term contractors, have lost their jobs since January 2005 and using softer methods for decreasing number of employees (prior retirement, compensations for dismissals)another hundred will follow by the end of 2005. Restructuring processes include increasing production of electronic meters to two thirds (at the expense of electromechanical). Iskraemeco is one of only few Slovene companies where its employees control the majority of stocks. | | | | | | | |
| Sources: | Dnevnik, 2005-08-19 Finance, 2005-08-21 | | | | | | | |
| Links: | http://www.finance-on.net/show.php?id=128868 | | | | | | | |

Annex 2:

| | | 2003 | | | | 2004 | | | |
|------------------|---|-----------------|----------|-----------------------------------|------------------|-----------------|----------|-----------------------------------|------------------|
| Naziv dejavnosti | | DP v mio SIT | Delež DP | Delež DP v dodani vrednosti | DP na zaposl. | DP v mio SIT | Delež DP | Delež DP v dodani vrednosti | DP na zaposi. |
| Α | Kmetijstvo, lov, gozdarstvo | 25.426,5 | 29,3% | 25,0% | 263.080 | 23.333,1 | 23,9% | 20,6% | 250.693 |
| В | Ribištvo in ribiške storitve | 53,9 | 0,1% | 7,2% | 180.707 | 21,1 | 0,0% | 2,9% | 72.581 |
| С | Rudarstvo | 3.822,5 | 4,4% | 16,3% | 808.128 | 3.373,3 | 3,5% | 15,2% | 783.279 |
| D | Predelovalne dejavnosti | 23.383,8 | 27,0% | 2,0% | 94.894 | 26.604,7 | 27,3% | 2,2% | 109.016 |
| Е | Oskrba z električno energijo, plinom in vodo | 1.480,3 | 1,7% | 1,3% | 123.732 | 1.931,4 | 2,0% | 1,6% | 164.048 |
| F | Gradbeništvo | 737,4 | 0,8% | 0,3% | 11.200 | 944,8 | 1,0% | 0,4% | 14.516 |
| G | Trgovina, popravila motornih vozil in izdelkov široke porabe | 2.508,8 | 2,9% | 0,5% | 22.906 | 2.354,8 | 2,4% | 0,5% | 21.486 |
| н | Gostinstvo | 769,5 | 0,9% | 0,8% | 26.045 | 1.042,7 | 1,1% | 1,0% | 35.181 |
| I | Promet, skladiščenje in zveze | 12.078,1 | 13,9% | 4,1% | 224.603 | 19.194,5 | 19,7% | 6,3% | 362.104 |
| J | Finančno posredništvo | 47,4 | 0,1% | 0,0% | 2.283 | 69,9 | 0,1% | 0,0% | 3.304 |
| к | Poslovanje z nepremičninami, najem in poslovne storitve | 5.798,5 | 6,7% | 0,9% | 80.672 | 3.738,5 | 3,8% | 0,6% | 50.520 |
| L | Dejavnost javne uprave in obrambe, obvezno socialno zavarovanje | 337,5 | 0,4% | 0,1% | 7.015 | 4.382,2 | 4,5% | 1,6% | 86.809 |
| м | Izobraževanje | 2.901,5 | 3,3% | 1,3% | 51.534 | 2.165,7 | 2,2% | 1,0% | 37.856 |
| N | Zdravstvo in socialno varstvo | 3.599,1 | 4,1% | 1,7% | 75.824 | 2.839,4 | 2,9% | 1,3% | 57.003 |
| 0 | Druge javne, skupne in osebne storitvene dejavnosti | 3.579,9 | 4,1% | 2,6% | 123.971 | 5.492,6 | 5,6% | 3,9% | 188.034 |
| | Neopredeljeno | 231,8 | 0,3% | | | 136,4 | 0,1% | | |

State subsidies by sector in percentage and absolute terms

A – Agriculture, forestry, hunting

- B Fishing
- C Mining
- D Manufacturing
- E Electricity, gas and water supply
- F Construction
- G Wholesale and retail trade, repair of motor vehicles
- H Hotels and restaurants

I – Transport, storage and communications

- J Financial intermediation
- K Real estate, renting and business activities
- L Public administration
- M Education
- N Health and social work
- O Other community, social and personal services