

**1. Monitoring & Surveillance, Very low level of Discretion, Low skill job vs. professional work** - Major stress factors for call centre workers

- Promote standards set on this in our UNI Call Centre Charter as well as in the UNI Telecom-ETNO Charter
- Better training which would also benefit the companies
- Discuss solutions with UNI affiliates

**2. International Standard for Call Centres**

- Two organisations should be approached: ILO and SA (Social Accountability International)
- UNI Call Centre Charter, UNI Telecom-ETNO Charter as well as ACTU Call Centre Charter can serve as basic documents for the development of such a standard

**3. Database on Call Centres**

- Development of an interactive, multi-lingual call centre database which should contain data such as:
  - Name of the company
  - Home Country
  - Number of Employees worldwide
  - Countries where it operates
  - Number of Employees in each country
  - Union Contacts
  - Good/Bad Employer
  - Good/Bad Practice
- Database should be open to all GUFs and their affiliates to share and submit information
- First draft of the database should be sent to the other GUFs interested and to the participants of the conference for feedback

**4. Cooperation with other GUFs**

- ITF has already expressed its interest to cooperate with UNI
- Annual action month in October is an excellent opportunity for joint GUF activities, as is the above database

## 5. Promoting GFAs

- Establish real cooperation and activity between all the UNI sectors on the issue of call centre organising
- Identify those sectoral and cross-sectoral as well as cross-GUF companies we want to approach for discussions regarding a GFA

## 6. Networking & Communication

- Develop new website on call centre organising, shared by all sectors and GUFs with above database as the core item
- Website should have space for exchange of information (e.g. chat rooms), news features, contact details, links etc.
- Review Press work
- Promote the use of the ILO-Solcomm Network in order to bring our affiliates in the developing countries online
- Publication of an organising booklet/manual which contains successful organising stories as well as provides organising tools and tips and tricks on organising call centre workers in English, French, Spanish and Portuguese
- Annual Action Month - Highlight of our organising efforts, including newsletters, stickers and of course organising activities by affiliates and UNI
- Biannual conference and seminar (alternating) during the action month on organising call centre workers
- *Conference* to focus on one or two issues only
- *Seminar* should be a real practical one: theoretical training sessions as well as practical exercises carried out in conjunction with our affiliates (After learning some theory seminar participants could help an affiliate run an organising drive. This would also highlight the idea of practising international solidarity)