

The TOSCA Partners



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Call centre work is probably the fastest-growing form of employment in Europe, but also one of the most controversial. Are the two million Europeans currently estimated to be working in call centres a new form of sweated labour? Or can this new sector provide the basis for the creation of new high-quality jobs in a thriving information economy? Whilst some call centres experience acute problems of operator burnout, stress and high absenteeism and turnover rates, others have succeeded in creating pleasant working environments with good conditions, opportunities for professional development and a motivated, satisfied workforce. How have they achieved this?

This authoritative study draws on extensive research carried out in seven European countries by the European Commission-funded TOSCA project, led by the European Trade Union Confederation. It is aimed at employers, trade unions, training providers, recruitment agencies, policy makers and any other stakeholders with an interest in developing good practice in this important new field of employment.

Illustrated with successful real-life examples, it presents succinct guidelines to good practice across all aspects of call centre employment including pay, performance monitoring, working hours, organisational structures, recruitment, training, staff development, health and safety, equal opportunities, workplace culture and industrial relations.

To find out how to get your copy of this 80-page report, visit the TOSCA website:
<http://www-it.fmi.uni-sofia.bg/TOSCA/>

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HOW CAN WE HELP? GOOD PRACTICE IN CALL CENTRE EMPLOYMENT

JANE PAUL AND URSULA HUWS

EUROPEAN TRADES UNION CONFEDERATION

How can we help?

>> GOOD PRACTICE

>> IN CALL CENTRE

>> EMPLOYMENT

Was kann ich
für Sie tun?

Tot hun dienst?

¿En qué puedo ayudarle?

Come possiamo
esservi utile?

A leur service?

Как да Ви помогнем?



Jane Paul &
Ursula Huws
for the
TOSCA
Project