

Telecom European Social Dialogue Programme of Action 2007

The following is a program of work for the Telecom European Social Dialogue Committee (SDC) and a provisional schedule. Items for the later meetings will, obviously, be added closer to the time. There are currently four working groups and it is proposed that these remain for 2007. The activities that those working groups are currently undertaking and their work programme for 2007 are:

- **Work Organisation Working Group**

The Customer Contact Centre Charter follow-up is to be concluded in 2007. Results will be presented to the full SDC and discussion will be held on how to take forward the implementation.

The social partners affirm their commitment to consider the issue of corporate social responsibility (CSR) in the committee. This work will begin in earnest in 2007.

- **Diversity Working Group**

In the first half of 2007, the group will realise the Commission-supported good practices project, "Diversity policies and practices in the telecommunications sector in Europe". Dissemination and eventual follow-up/implementation will occupy the second part of the year.

- **Health & Safety Working Group**

During 2007 the group will aim to assess the outcomes of the MSD Project. The assessment will be focussed on gauging the awareness of the materials, their usefulness and the impact that they have had on working practices. The work plan envisages the production of a questionnaire to be translated into the 4 languages of the good practice guidelines and for the social partners each to survey their members. Having analysed the results, identified examples of good practice and built a business case for good ergonomics, the group will seek funding to run a workshop in Eastern Europe to coincide with European Health & Safety week in October.

Future topics for consideration include cooperation with the skills and training working group to define the components of a safety "passport" common to telecommunications work in all EU countries and developing the link between good health and good work.

- **Skills & Training Working Group**

Following preliminary discussions in 2006, the SDC has recognised the need for ongoing dialogue on skills and training issues. It is proposed that an ad-hoc group will consider tangible steps forward, including, but not limiting to, sectoral responses to European skills and training initiatives and the idea of a common European Health and Safety Passport.

- **Other**

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The SDC will submit an application for the March 2007 budget deadline, with a view to holding the second plenary meeting of 2007 in one of the new Member States. This will enable the committee to get closer to social partners in the region and more accurately reflect their agenda. If successful, the SDC will look at the possibility of instituting such a meeting on an annual basis.