

## Telecom European Social Dialogue Programme of Action 2006

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 this remain for 2006. The activities that those working groups are currently undertaking and their work program for 2006 is:

- **Work Organisation Working Group**

The Customer Contact Centre Charter follow-up is to be carried out by the group. Discussions will also continue on the possibility of a joint statement/agreement on corporate social responsibility.

Aim for group in 2006:

February 27      *Finalise follow-up questionnaire on contact centre charter  
Continue discussions on CSR statement/agreement*

September 6      *Finalisation of contact centre charter follow-up*

November 21      *Presentation of contact centre follow-up*

- **Diversity Working Group**

The resubmission of the joint project and its subsequent execution, dependent on Commission approval, will dominate the year's work

Aim for group in 2006:

*Re-design project submission and re-submit for March 1 deadline. Execute project throughout 2006.*

- **Health & Safety Working Group**

Having concluded all follow-up in regard of the MSD conference, the group will consider new topics to pursue based on a presentation from the Commission.

Aim for group in 2006:

February 27      *Finalise matters arising from the MSD project  
Discuss new project possibilities*

- **Skills & Training Working Group**

The group will begin, in earnest, cooperation on the skills and training agenda, beginning with an exchange of views and an exploration of what can be achieved at the European level. ETNO will also complete the drafting of the joint statement from the SDC on the ECDL programme.

Aim for group in 2006:

April 24              *Full day session on skills and training, comprising of presentations from both ETNO  
and UNI, as well as from an independent research body/training provider*

June 26              *Discussion on possible means of cooperation at the social dialogue level*

- **Other**

Other than the four statutory working groups there are several other initiatives, in the context of the SDC, planned for 2006:

- Regulation will be discussed against the backdrop of the current review of the regulatory framework for electronic communications. The first exchange of views, including a presentation of the state of play from DG INFOSOC, will take place on February 27. A full discussion will take place in plenary on June 26.
- In view of the upcoming enlargement of the EU and the opportunity to subsidise the attendance of Romanian and Bulgarian representatives, UNI has asked ETNO to re-launch the enlargement working group. ETNO are currently consulting their members on this initiative and will return with their position.