

**Work Programme 2008**  
*UNI working draft – 13 December 2007*

**1. Work Organisation**

Customer Contact Centre Guidelines

- Reconsider the terms of reference of the questionnaire and its content in advance of sending it again to ETNO's companies' members
- Update existing responses and seek responses from all ETNO companies on the implementation of the guidelines.

Corporate Social Responsibility

- Effectively and widely disseminate the Joint Statement on the Social and Economic Aspects of Corporate Social Responsibility, to ensure the greatest possible awareness.
- Begin work on establishing best practices within the CSR field and promoting these at a conference, likely in 2009.

**2. Diversity**

- Consider the future status of diversity issues within the social dialogue (specific focus or mainstreaming).

**3. Health and Safety**

- Elaborate and begin work on a shared 'good work-good health' agenda, with particular focus on the psychosocial aspect, looking at shared values and possible best practices. This activity should be carried out with the coordination of the Work Organisation Working Group.
- Seek to increase awareness of the Musculo-Skeletal Disorders good practices among social partners in new Member States. Increase focus in MSD follow-up activities on Display Screen Equipment-based tasks.

**4. Skills and Training**

- Seek to draft common positions on the two issues currently under discussion: certification and mobility; and lifelong learning.
- Establish a questionnaire on the skills and training competences within European telecom operators, in order to establish commonalities.
- Continue to investigate a possible sectoral response to the European Qualifications Framework's test phase.

**5. Regulation**

- Seek considerably increased participation from DG Information Society and Media within the social dialogue agenda.
- Seek thorough and timely consultation and information on the 2008 review of the scope of universal service.

**6. New Member States**

- Seek to capitalise on the success of the Warsaw conference (December 2007) by integrating social partners from new Member States in the 2008 meetings.
- Seek appropriate language provision, particularly for plenary meetings, to ensure broader participation.