

CONTACT CENTRE CHARTER

HOW THE CWU
SUPPORTS
YOU AT WORK

**Acting on
behalf of all our
contact centre
members**

CONTACT CENTRES are well known to be high pressure, low pay working environments. The CWU is striving to address this and improve pay and conditions for our many contact centre members across the country.

This Charter sets out a number of principles which the CWU is campaigning for throughout UK contact centres:

Pay and benefits

- Pay levels to appropriately reflect skills, responsibility and worth of the job
- Bonuses and commission should not form part of core income
- Premium pay for evenings, weekends or public holidays

Equal opportunities and training

- Regular, portable, accredited training for all employees
- Skills, training and career structures to support meaningful career progression
- Priority to retain and retrain existing staff in new technologies or products

Working time and workload

- Minimum 12 hours rest every day and 48 hours continuous break every week
- Staff to have a say in their hours and shifts
- Limits to the number of weekends worked in a given period
- Staff to work their contracted hours and not be required to work unpaid overtime
- Sufficient numbers of staff to meet customer demand

Family and other responsibilities

- Policies to enable staff to properly combine work and responsibilities outside of work
- Maternity pay and adoptive pay above the legal minimum

Health and safety

- Protection for workers to avoid eyestrain and voice and hearing loss, including visual display risk assessments and ten-minute screen breaks at least every two hours
- Ergonomic design of workstations
- Adequate light, ventilation, air filtering and heating systems
- Proper recognition for the issue of stress in contact centres
- Policies and training to deal effectively with third party harassment

The UK contact centre industry employs **650,000+** customer agents, **over 2%** of the working population.

Objectives

- Sufficient time allowed on calls to adequately serve the needs of customers
- Targets based on high quality customer service and not solely on quantity of calls
- Objectives focused on serving the needs of customers and only selling products that customers need and want

Monitoring systems

- Agreed policies for call monitoring only allowed when the purpose is known and understood
- Proper timely feedback

Workers representation

- The right to organise into unions without hindrance or deterrent
- No discrimination against worker representatives

The UK contact centre industry is a significant and growing sector, employing over 650,000 customer agents or over 2% of the working population. The industry employs around 200,000 customer agents in the communications and finance sectors combined.

The CWU is campaigning for a fair deal for UK contact centre workers.

ON BEHALF OF ITS MEMBERS, THE CWU STRIVES FOR:

- 1. Annual pay rises** above the rising cost of living.
- 2. Fair pay** to reflect skills and responsibility.
- 3. Equal pay and opportunity**, regardless of gender, age, ethnicity, disability, sexual orientation or any other characteristic covered by the Equality Act.
- 4. Access to good occupational pension schemes** with a meaningful employer contribution.
- 5. Access to training and skills development** that maximises employability and encourages career progression.
- 6. Annual leave entitlement above the statutory minimum**, and freedom to take leave to meet family and personal circumstances.
- 7. Work life balance** in the length of the working week, the pattern of attendance and the provision of family friendly policies.
- 8. Equal treatment** for agency, contract, temporary and home workers.
- 9. High standards of health and safety** in all working environments.
- 10. Freedom from bullying and harassment** and an environment that fosters dignity and respect.
- 11. Excellence in management style** that inspires workers to achieve their potential and ensures fair and consistent treatment of individuals.
- 12. Trade union recognition and rights of representation** for all UK telecoms and financial services workers wherever they are employed.
- 13. Employer adherence to employment rights** including the operation of effective information, consultation, disciplinary and grievance procedures.



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The communications union

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