HOW THE CWU SUPPORTS YOU AT WORK

Acting on behalf of all our contact centre members
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

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.