Government, employer and worker experts came together in Geneva on 27 and 28 October for a global dialogue forum on employment relationships in telecommunications services and in the call centre industry.

Despite the fact that the February 2015 experts meeting on non-standard forms of employment adopted unanimous conclusions that recognise that flexibility has some value, for businesses as well as for workers, the worker representatives at the meeting once again did everything in their power to demonise flexible forms of work, and working conditions in call centres in general, and relentlessly pushed for “social dialogue” – meaning collective bargaining – at a global level and throughout the value chain.

It was thanks to a very united group, decisively led by Mrs Beverly Jack (South Africa), that the employers were able to stand firm.

Despite significant government support for the workers’ position, and only after long negotiations, the meeting finally agreed on a set of conclusions with which the employers can be satisfied. (Please see the link in the side panel.)