



Leonardo da Vinci, Lifelong Learning Programme

COUNTRY REPORT

Poland

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1 Introduction

- Purpose of report

Labour market activation and inclusion for disabled people are easier to address in periods of increasing labour demand and lower levels of unemployment than in times of recession. The current economic downturn raises substantial challenges to the goals and actions proposed in recent periods of policy development. It will be important to review national developments in light of this situation.

There is a substantial lack of detailed, up-to-date and comparative information about the employment situation of disabled people in European countries. This includes an absence of reliable data broken down for different sectors and groups, and a lack of attention to economic inactivity in published employment indicators. There are substantial variations in reported data between different countries.

Also there are no or little information of disabled employment in particular economic sectors and industries. This report therefore aims to:

- ✓ Compare the unemployment levels between overall population and the disable people
- ✓ Understand the needs of the disable people at the labour market
- ✓ Get to know the labour market reality, specifically of the Contact Centres
- ✓ Match the needs of the contact centres with the skills of the disable people
- ✓ Compare the realities of the different partner countries
- ✓ Gather a compilation of good practices based on the results of the research made by each country

- Organisations involved:

- ✓ ECCC Foundation – Poland
- ✓ Wolverhampton Network Consortium – Wolverhampton, United Kingdom
- ✓ Companhia de Ideias – Portugal
- ✓ Future 21 Century Foundation – Bulgaria
- ✓ Institut pre regionalny rozvoj – Slovakia
- ✓ McSence Group – Edinburgh, United Kingdom

- Scope and Research method:

- ✓ Desk research on situation of the disabled in Poland
- ✓ Interviews with contact centres HR
- ✓ Questionnaires to Polish contact centres
- ✓ Interviews with the disabled on their situation on the labour market

Call centre sector in Poland is mainly located centrally in the capital. However there are a few, but successful companies in Wrocław, Lublin, Szczecin, etc. There are examples of Contact Centres contacted for the purpose of their research (see below).

Company	Website	Phone number
Contact Center sp. z o.o.	http://www.contactcenter.pl/	Tel.: +48 22 535 79 00
DataContact	http://www.datacontact.pl/	48 22 763 60 00
DataBroker	www.databroker.pl/) 81 524 38 50
Call Center Poland S.A.	http://www.ccp.pl/	+48 22 444 04 44
Arteria S.A.	http://arteria.pl/	(22) 482 02 47
TP Internet sp. z o.o.	http://internettp.pl	+48225768533
ContactPoint sp. z o.o.	http://www.contactpoint.pl/	48 22 541 90 90
Synergis sp. z o.o.	http://www.callcenternews.pl/	22 848 01 96
UniCall Communication Group Poland sp. z o.o.	http://www.smb.pl/	420 776 81 33 33
TIM Call Center sp. z o.o.	http://www.timcallcenter.com/	48 22 20 33 000
Phonesat sp. z o.o.	http://www.phonesat.pl/	tel: (22) 445 24 00
Delta Contact sp. z o.o.	http://www.deltacontact.pl/	022 574 93 00

2 Review of Current Situation for Disabled Employment

- General unemployment levels in Poland:

The most important statistics on disabled people and their situation are published by the Central Statistical Office (hereafter CSO). The data is up-to-date and easy to access on the website of the CSO (www.stat.gov.pl). There is, however, need for more consistent, complete and continuous statistics on the situation of people with different kinds of disability. Information about the situation of disabled people in the labour market can be found in the Labour Force Survey (LFS), which is carried out quarterly in Poland. Data on unemployed disabled people and those seeking a job and currently not employed can be found in the statistical reports from labour offices (MPiPS07 report), however this is not available on the internet. Some information about employment of people with disabilities is also published by the State Fund for Rehabilitation.

The unemployment rate in Poland fell continuously until 1998, then virtually doubled (from ten per cent to almost 20 per cent) in the period of 1998-2002, Before dropping steadily to 9 per cent at the end of 2007. After that it rose again until 15% in 2012. Throughout this period the employment of people with disabilities has not increased. In general, the situation of disabled people in the labour market in Poland is unfavourable.

Specification	Total	Economically active					Economically inactive	Activity rate	Employment rate	Unemployment rate
		Total	Employed persons			Unemployed persons				
			Total	Full time	Part-time					
	In thousands								In per cent	
Total	3814	613	529	318	211	84	3201	16.1	13.9	13.7
By gender										
Men	1849	375	326	204	122	49	1474	20.3	17.6	13.1
Women	1965	238	203	115	88	35	1727	12.1	10.3	14.7
By age										
15-24	141	23	15	11	.	8	117	16.3	10.6	34.8
25-29	97	35	25	15	10	10	62	36.1	25.8	28.6
30-34	112	33	24	20	.	9	79	29.5	21.4	27.3
35-39	120	35	33	26	7	.	85	29.2	27.5	X
40-44	135	46	39	25	13	7	89	34.1	28.9	15.2
45-49	291	81	69	53	16	13	210	27.8	23.7	16
50-54	513	121	104	66	38	18	392	23.6	20.3	14.9
55-59	646	124	110	55	54	14	522	19.2	17.0	11.3
60-64	453	66	64	33	31	.	387	14.6	14.1	X
65 and more	1306	48	47	13	34	.	1258	3.7		
By degree of disability										
Significant degree of disability	964	37	31	18	13	5	927	3.8	3.2	13.5
Moderate level of disability	1375	216	187	107	80	29	1160	15.7	13.6	13.4

Table 1. Economic activity of people with disabilities aged 15 and over by selected features (2011), Source: CSO, LFS

The data presented in Table 1 shows that the activity rate of disabled people is very low and the vast majority of this group of people is excluded from the labour market. Disabled people show a very high level of economic inactivity, with 83.9 per cent of the population in this group.

In general, people with disabilities have much lower activity rates and employment rates than people without disabilities.

The situation of disabled women is more difficult than the situation of men. In 2011 only 10.3 per cent of disabled women were employed (compared with 17.6 per cent of men) and their unemployment rate was relatively higher (14.7 per cent compared to 13.1 per cent for disabled men). The employment rate is particularly low among people with disability status 'of a significant degree'.

There are also some differences in the economic activity of people with disabilities of different ages. Most disabled people who are economically active are aged 45 and over (72 per cent in the last quarter of 2011).

- Current employer initiatives:

According to Article 26 of the Act on Rehabilitation, employers who, for at least 36 months, employ disabled people (who were unemployed or seeking work while not employed, and were directed to work by a district labour office, or whose disability occurred while working for the employer, except when this disability was caused by a fault or infringement of regulations by the employer or by the employee) may receive from the State Fund for Rehabilitation reimbursement for:

1. adapting existing or creating workplaces for the needs of people with disabilities;
 2. adapting space in the workplace;
 3. adapting or buying devices that help people with disabilities to function at work;
 4. recognising the needs of people with disabilities in relation to medical services.
- The reimbursement cannot exceed the amount of 20 times the average remuneration.

According to the Polish Government (NRP, First Annual Report 2006), the situation in Poland as regards employment flexibility is relatively good. The reforms of the Labour Code have made flexible employment forms more popular. In Poland, employment forms are increasingly often diversified and they include:

- ✓ Contract work (a characteristic feature: a clearly defined task, which may be performed at home, without defining a daily limit of hours, the place where the task must be performed or the availability of the employee);
- ✓ Short term contracts;
- ✓ Temporary employment (the employer being a temporary employment agency);
- ✓ Self-employment of workers (concerns mainly simple work or, on the contrary, highly specialised work, not requiring supervision which can be performed by people working on their own account);
- ✓ Teleworking (a major share of duties performed outside the company's premises);
- ✓ Work at home (a major share of duties performed outside the company's premises, usually at home);
- ✓ employee lease (a kind of trilateral agreement – the 'subcontract' agreed between the current employer, employee and company leasing the employee);
- ✓ job sharing;

However, regarding people with disabilities, recent research shows that the use of flexible forms of employment is limited by current rules on supporting employment for people with disabilities and the fact that there is little knowledge about these forms of employment among employers, disabled people themselves and self-government

Representatives. There is also very little data on flexible forms of employment and people with disabilities. In the last quarter of 2007 nearly 40 per cent of all employed disabled people in Poland worked part time.

- Legal provisions for disabled:

There are several laws relevant to the employment situation of people with disabilities in Poland. Some of them are of a general character (for instance, the Labour Code (1974) and the Act on the Promotion of Employment), while some are in the form of disability specific legislation.

The Labour Code describes the rights and duties of employers and employees and provides compulsory rules to protect the employees' interests.

In recent years some important changes have been introduced to the legislation which is relevant to the situation of disabled people in employment. The amendments to the Labour Code and the Act on the Promotion of Employment have strengthened protection against

discrimination in employment and in access to vocational training and counselling for people with disabilities. Changes introduced to the Act on the Promotion of Employment and the Act on Rehabilitation allow people with disabilities who are registered at county labour offices as job seekers to use certain instruments and labour market programmes which were previously reserved only for disabled people who are registered as unemployed. These were important changes, because the previous rules limited access to labour market programmes and instruments for people with disabilities who have the right to 'inability to work pension or to the social pension, as they cannot register as unemployed.

Recent changes in the legislation strengthened the principles, making them common and uniform for the open labour market, of reimbursement from public funds of the higher costs of employment of people with disabilities, in order to increase the number of disabled people in employment in the open labour market.

An employer employing people with disabilities is now entitled to a monthly subsidy from the State Fund for Rehabilitation to finance their salaries (an open market employer is entitled to smaller amounts than a sheltered market employer). Previous rules referred only to employers managing a sheltered workplace.

Introduced in 2007, provisions aimed at ensuring more support and equalising opportunities for disabled people, in both the open and sheltered labour markets, include the establishment of possible reimbursement of costs related to equipping work stations for people with disabilities of 15 times average remuneration; and the introduction of the reimbursement to employers of 60 per cent of the remuneration costs per year if they employ a disabled person who was previously registered at the county labour offices as unemployed.

In Poland the employment of disabled people is encouraged above all through the quota system and other legislative solutions, mostly incentives for employers or measures aimed at increasing self-employment among disabled people (governed by the Act on Rehabilitation).

Disabled people in Poland, like all Polish citizens, are entitled to use the services and instruments of the labour market, including career counselling and work service. These tasks are fulfilled mainly by labour market institutions on the grounds of the Act on the Promotion of Employment. The activities enumerated there are largely financed from the Labour Fund, which is a special state fund

The Act on the Promotion of Employment also indicates additional labour market instruments to be applied to people who are in a specific situation in the labour market, including people with disabilities who have unemployed status (for instance, training, internships with employers and interventional works). These services and instruments can be also be used by disabled people who are registered at a county labour office as job seekers (while not employed).

Measures undertaken to increase disabled employment are as follows:

- ✓ Reimbursement of expenses incurred for the adaptation of workplaces
- ✓ Reimbursement for buying devices that help disabled function in the workplace
- ✓ Grant to start-up business by disabled
- ✓ Training organized in labour office (vocational, IT, language)

3 Review of Contact Centre Industry and Economic Outlook for the Future.

- Current state of sector.

Contact centre industry is growing in Poland together with the growth of online and phone services. New phenomenon in the last few years is outsourcing of contact centres services. As the consequence a number of companies were established. It is estimated that contact centre services are mainly active in banking, computing, sales, media & campaign sectors, but are also introduced to traditionally face-to-face services like health and culture.

- Size of market.

Organizations in Poland now spend more than PLN 100 million annually on contact centre services. The market is huge and is expected to hold its own despite the current economic weakness. However the scope of activity varies considerably among different segments of the contact services industry, so it can be misleading to make overall generalizations.

- Employment levels.

The number of people working in call centres has been increasing significantly in the last years. At the same time there has been a growing awareness that the work can be stressful with limited promotion and professional development possibilities. In 2011 in total in Poland 2011 contact centres employed above 500 000 workers.

- Future economic outlook.

It is estimated that the sector will be growing in the future, with more job places being created. The specifics of the sector will be shifting from phone technology to online based services, including clouds, chats, emailing.

4 Potential for Disabled Employment within the Contact Centre Industry

- Current use of disabled staff

These data was based on interviews and questionnaires conducted within our research. Only three out of twelve contact centres have disabled employees. All contacted companies, however declared to be open to disable employees provided they have enough skills. The companies were unfamiliar with possibilities of incentives for employing disabled people.

- Current available technology

According to the Act of Rehabilitation employers who employ disabled works are obliged to crate ergonomic and hygienic workplace for them. There is a possibility to have all costs of infrastructure adjustments covered by Rehabilitation Fund for the disabled. Technology used in most call centres is either based on standard widely available software or tailored-made systems.

Software applications typically associated with calls centers are CRM (Customer Relationship Management) programs. The following technology is typically associated with a call center phone system:

- ✓ IVR (Interactive Voice Response)

IVR is an automated computer telephony integration CTI system which allows providers to create complex menus which the caller can navigate by using touch-tone keypresses or via spoken commands. IVR systems can be used as a Voice portal to access remote information such as bus scheduling where the caller can select the route for which they require information, or for billing or customer service systems which allow the caller to enter information such as their account number or credit card details without the need for operator assistance.

IVR is not necessarily related to VOIP, however, a VOIP IVR is. Most VOIP IVR systems or software support SIP based VOIP, but Skype IVR also support non-standard based Skype service.

- ✓ WFM (Workforce Management)

Workforce Management Software commonly revolves around the management of employees and their: payroll & benefits, HR administration, time & attendance, career succession, talent management, training management, performance management, forecasting, scheduling, and production oversight, but is not limited specifically to this.

WFM Software has recently entered the VoIP landscape, where vendors are utilizing VoIP to increase the versatility of contact centers workforce management. WFM with VoIP allows managers to oversee contact center employees regardless of their physical location, whether it be onshore, offshore, or at-home.

WFM is more or less anything and everything that promotes the management of employees in an attempt to foster a more efficient and productive workplace.

- ✓ UCN Inc is a leader in the Workforce Management Software industry. With WFM solutions that can help your business manage workforce scheduling, forecast demand, report real-time adherence, and simulate, analyze, and optimize staffing.
- ✓ Softphone Software CTI enable phone applications

A softphone is a computer telephony application that enables a desktop, laptop or workstation computer to function as a telephone. In this scenario, a computer network functions as the medium for transmitting telephone information and service. Equipped with a headset or a hand-held device, and using the numbers on the keyboard to dial, the computer with soft phone software can perform the full range of telephone features available through traditional systems including such functions as teleconferencing and call forwarding."

- Potential for remote working

Polish legal law since 2010 recognizes remote work. Remote work is understood to be work outside the employer's place of business, its branch office, representative office, or other site beyond the employer's control.

A necessary condition for distance work is the use of IT telecommunications networks, including the Internet, to perform the work and to interact with the employer

- The contract with the remote worker should explicitly stipulate the condition that the working regime is that of remote work. The contract may stipulate that the remote worker must utilize for the performance of the agreed work equipment, hardware and software, means of protecting information, and other technical means provided by or recommended by the employer.

The employment contract must foresee conditions regarding the following:

- procedures and terms for providing for equipment, hardware and software, means of protecting information, and other such technological means delivered by or recommended by the employer
- procedures and terms for reporting on work performed
- terms of compensation for use of the equipment, hardware and software (etc.) belonging to (or rented by) the distant worker
- the procedure for reimbursing other costs connected with the performance of remote work

The employer's duties to guarantee labor protection and work place safety apply concerning remote workers only as applicable to the nature of the working arrangement. If otherwise not specified by the employment contract, the remote worker decides on his own discretion on the daily working regime and time of rest

- An employment contract and addenda to it may be concluded via exchange of electronic documents. In that case, the employer's location is indicated as the location for where the employment contract was concluded. No later than three calendar days after the conclusion of the employment contract, the employer must send to the remote worker a duly executed copy of that employment contract on hard copy by registered mail with delivery confirmation. The dispatch of the documents required to be submitted in connection with entering into an employment agreement (art. 65) shall be done by sending copies of them as electronic documents. However, when required by the employer, the job seeker must send such documents as notarized copies by registered mail with delivery confirmation.

An employee may be familiarized with work-related documents, including local normative acts and orders of the employer specified by the Labor Code, through exchange of electronic documents. In cases when the employee, in accordance with the Labor Code, is entitled or obligated to file an official request or provide the employer with an official explanation (etc.), the remote worker may do so in the form

of an electronic document. When so agreed between the parties, data on the remote worker are not entered into the labor book, and a labor book is not issued to a first-time worker.

Likewise, the Parties are entitled to conclude an employment contract on remote work without using electronic documents in the traditional manner. In that case, the contract indicates the place where the contract was actually concluded. The job seeker submits original documents to be presented when concluding an employment contract. Furthermore, in that case the employer must provide for the certificate of state pension insurance for a remote worker who is taking up a job for the first time. In this case the worker is also entitled to demand that a labor book be properly executed.

In a range of cases, remote work requires due execution of written documents which are sent through the postal service as registered letters with delivery confirmation. An employer, even in a case when an employment contract has been concluded via exchange of electronic documents, is obliged to send the remote worker a duly executed copy of that employment contract on hard copy. For provision of the mandatory insurance coverage for mandatory social insurance in the event of temporary incapability and in connection with maternity leave, the remote worker sends the employer the originals of required documents. In the event of termination of the employment contract even if it is specified that one should become familiar with the dismissal order in the form of an electronic document, the employer must, on the termination day of that employment contract, send the remote worker a duly executed copy of that order on hard copy. In other cases, the use of hard copies is not mandatory.

The parties may in a remote work agreement (similarly as with domestic workers) set the terms of termination of employment more freely without being restricted by the closed list of termination clauses as per the general provisions of law.

5 Employment Needs of the Contact Centre Industry.

- Current and Future employer needs

The contact centre industry is always trying to be as update as possible, not only on the response to the costumer, as in the technology they use and the people they have working with them.

It's essential for the contact centre managers to have a dynamic team, whiling to learn and develop their skills.

- Skills required

Entrance skills are good communication, clear speech, polite attitude with clients, sales/negotiation skills are very welcome. These, are practiced during internal trainings for employees.

- Qualification levels required

All contacted companies required minimum secondary school education for employees. All companies provide on the job training and short product training before the job start.

- Flexibility/working patterns

Working companies depend on current contracts. Seven out of ten operated 24 hours, 7 days a week and employees worked in shifts. 5 companies offered services from 8:00 to 20:00.

6 Barriers to Disabled Employment within the Contact Centre Industry.

- Physical barriers in the workplace

According to the law it is an employer's obligation, "to provide access for an individual applicant to participate in the job application process, and for an individual employee with a disability to perform the essential functions of his/her job, including access to a building, to the work site, to needed equipment, and to all facilities used by employees."¹

Areas in which accessibility modifications may occur include, but are not limited to:

- ✓ parking lots (handicapped parking spaces)
- ✓ entrances and exits
- ✓ fire alarms and emergency exits
- ✓ conference rooms and shared work space
- ✓ desks and personal work space
- ✓ hallways
- ✓ stairs
- ✓ toilets
- ✓ cafeterias

- Flexibility/reliability barriers

This is common employers concern that the disabled people are less reliable and flexible at work due to health limitations, attitudes and other obstacles. The lack of information about people with disabilities causes a feeling of distrust of the employer by the employee with the disability. Employers may show some concern in hiring people with disabilities by thinking that they may not be as efficient which will result in less flexibility and less confidence in the performance of duties.

- Technological barriers

Inaccessible electronic and information technology (IT) is often a significant barrier for people with disabilities in the workplace. Employers can examine the following areas to ensure accessibility to employees of all abilities:

- ✓ web-based intranet and internet information and applications
- ✓ email and other electronic correspondence
- ✓ software applications and operating systems
- ✓ telecommunications products
- ✓ video and multimedia products
- ✓ desktop and portable computers
- ✓ self-contained, closed products such as calculators, copier machines, and printers
- ✓ online job applications

- Social barriers

Attitudinal barriers are when people think and make decisions about disability based on incorrect information. For example thinking that people with disabilities can't work or that it is too expensive to make places accessible.

Some attitudinal barriers listed in <http://www.ncwd-youth.info/> are also true for Polish situation:

- ✓ Inferiority
Because a person may be impaired in one of life's major functions, some people believe that individual is a "second-class citizen." However, most people with disabilities have skills that make the impairment moot in the workplace.
- ✓ Pity
People feel sorry for the person with a disability, which tends to lead to patronizing attitudes. People with disabilities generally don't want pity and charity, just equal opportunity to earn their own way and live independently.
- ✓ Heroworship
People consider someone with a disability who lives independently or pursues a profession to be brave or "special" for overcoming a disability. But most people with disabilities do not want accolades for performing day-to-day tasks. The disability is there; the individual has simply learned to adapt by using his or her skills and knowledge, just as everybody adapts to being tall, short, strong, fast, easy-going, bald, blonde, etc.
- ✓ Ignorance
People with disabilities are often dismissed as incapable of accomplishing a task without the opportunity to display their skills. In fact, people with quadriplegia can drive cars and have children. People who are blind can tell time on a watch and visit museums. People who are deaf can play baseball and enjoy music. People with developmental disabilities can be creative and maintain strong work ethics.
- ✓ The Spread Effect
People assume that an individual's disability negatively affects other senses, abilities or personality traits, or that the total person is impaired. For example, many people shout at people who are blind or don't expect people using wheelchairs to have the intelligence to speak for themselves. Focusing on the person's abilities rather than his or her disability counters this type of prejudice.
- ✓ Backlash
Many people believe individuals with disabilities are given unfair advantages, such as easier work requirements. Employers need to hold people with disabilities to the same job standards as co-workers, though the means of accomplishing the tasks may differ from person to person. The Americans with Disabilities Act (ADA) does not require special privileges for people with disabilities, just equal opportunities.
- ✓ Fear
Many people are afraid that they will "do or say the wrong thing" around someone with a disability. They therefore avert their own discomfort by avoiding the individual with a disability. As with meeting a person from a different culture, frequent encounters can raise the comfort level.

- Financial barriers

Financial barriers were not mentioned by the employers as the potential obstacle to employ disabled people. This is a general barrier to create work places regardless health limitation of a potential employee.

7 Opportunities to Create Disabled Employment within the Contact Centre Industry.

It is estimated that there is a potential to create 10,000 jobs for disabled people in the contact centre industry within just three years.

The industry wants to attract disabled people who have faced barriers in securing mainstream work and convince that they can develop a rewarding career in the industry.

In contrast with traditional call centres, filled with rows of telephone operators, contact centre staff can communicate with customers via social media, on live websites or via email.

It is this multi-media aspect – which provides opportunities for people with a range of impairments – as well as the possibility of flexible hours, and the chance to work from home that has the potential to interest disabled people.

8 Recommendations

In the last a few years there have been numerous changes aimed at encouraging greater vocational activity among people with disabilities. Due to changes in the legislation, people with disabilities have been given better access to some active labour market policies which were previously reserved only for disabled people who were registered as unemployed.

Nevertheless, the existing incentives schemes have not been successful enough in increasing significantly the number of people with disabilities who have entered the work force.

Statistics and research show that people with severe disabilities, people living in rural areas, women and people with specific kinds of disability, particularly people with intellectual disabilities and people with multiple disabilities, are at particular disadvantage.

More research is definitely needed, especially concerning people with different types of disabilities. Recently conducted projects include long lists of recommendations aimed at improving the situation of people with disabilities in employment.

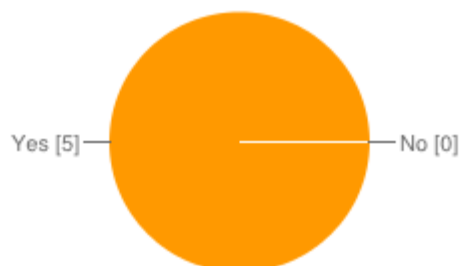
There is certainly a need to review the disability benefit system to improve the incentive to work, to modernise education and training systems in view of labour market needs, as well as to make lifelong learning more available to people with disabilities.

People with disabilities should also have much better access to vocational counselling and other employment services. As stated in the OECD report (2006) there is a need for fundamental change in the entire structure of support.

9 Partner Comparison Summary

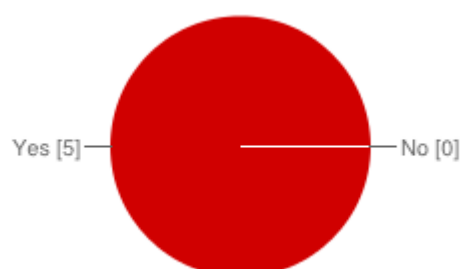
1. IS THERE A WAGE SUBSIDY FOR EMPLOYERS RECRUITING DISABLED PEOPLE?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



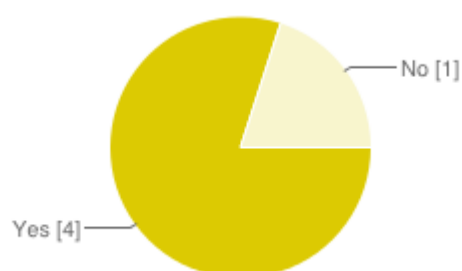
2. ARE INCENTIVES AVAILABLE TO EMPLOYERS FOR ADAPTATIONS TO ENCOURAGE EMPLOYMENT?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



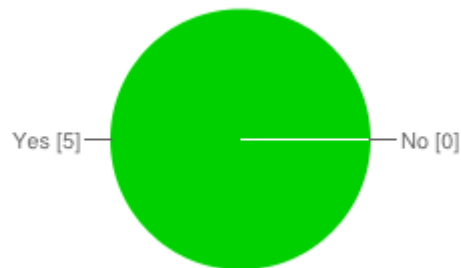
3. IS THERE A WILLINGNESS FROM DISABLED PEOPLE TO TAKE JOBS ON OFFER?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



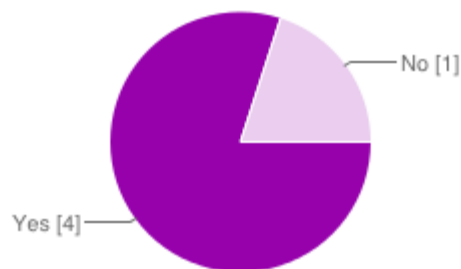
4. IS THERE A LEGISLATIVE REQUIREMENT FOR THE GOVERNMENT TO ASSIST DISABLED PEOPLE INTO WORK?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



5. ARE THERE OTHER STAKE HOLDERS WITH THE CAPACITY TO DO THIS?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES

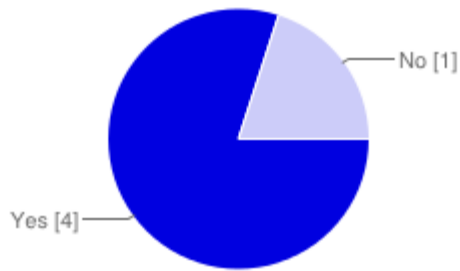


6. WHAT IS THE PROJECTED GROWTH RATE OF CONTACT INDUSTRY SECTOR?

COMPANHIA DE IDEIAS	15% GROWTH
FUTURE 21 CENTURY	THERE ARE VERY BRAVE PLANNNS FOR THAT . BUT THERE IS A SHORTAGE OF QUOLIFIED SPECIALISTS. 8 % NEXT YEAR.
MCSENCE	13% IN SCOTLAND CURRENTLY, PROJECTED TO GROW AT AROUND 10%
INSTITUT PRE REGIONÁLNY ROZVOJ	THERE ARE NOT INFORMATION ABOUT PROJECTED GROWTH RATE
ECCC FOUNDATION	NO DATAS AVAILABLE

7. IS THERE A SIGNIFICANT DEMAND FOR SKILLED STAFF?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES

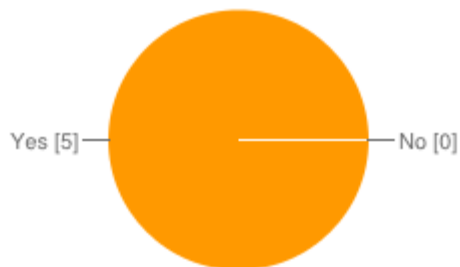


8. WHAT SKILL LEVEL IS REQUIRED?

COMPANHIA DE IDEIAS	HIGH-SCHOOL
FUTURE 21 CENTURY	QUITE DIFFERENT SKILLS ESPECIALLY FOR THE BIGGER SERVICE PROVIDERS LIKE HP - THEY ENGAGED OVER 3000 PERSONS UP TO NOW.
MCSENCE	UK EMPLOYERS LOOKING FOR EXPERIENCED CALL HANDLERS RATHER THAN FORMAL QUALIFICATIONS. OVER 50% ON NEW RECRUITS LACK SOFT SKILLS NECESSARY, ACCADEMIC QUALIFICATIONS OR LANGUAGE SKILLS LESS REQUIRED BY EMPLOYERS
INSTITUT PRE REGIONÁLNY ROZVOJ	COMPLETED SECONDARY EDUCATION (GRADUATION)
ECCC FOUNDATION	NO DATAS AVAILABLE

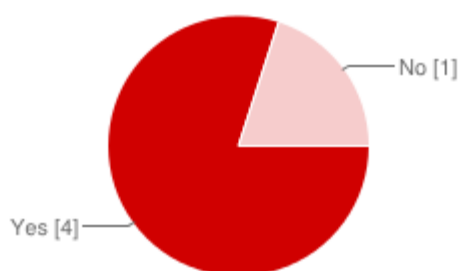
9. DO CONTACT CENTRES RECRUIT AND TRAIN INTERNALLY?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



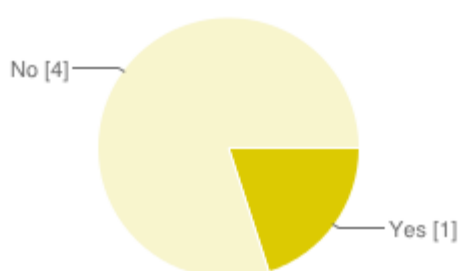
10. IS THERE A STRONG REGULATORY ENVIRONMENT IN THE PARTNER COUNTRY?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	NO
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



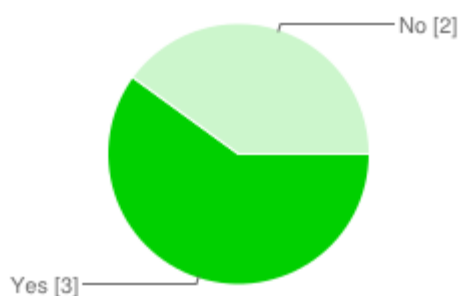
11. DO THE CALL CENTRES OFFER REMOTE JOBS?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	YES



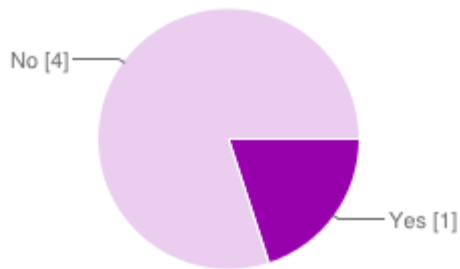
12. ARE THERE MORE THAN 50 PERCENT OF PEOPLE WITH DISABILITIES WITH BROADBAND INTERNET ACCESS?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	NO
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	NO



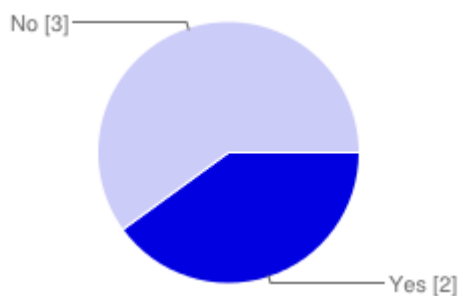
13. ARE THE PARTNER COUNTRIES EDUCATING DISABLED PEOPLE WITH THE LANGUAGE AND IT SKILLS REQUIRED FOR THE CONTACT CENTRE INDUSTRY?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	YES



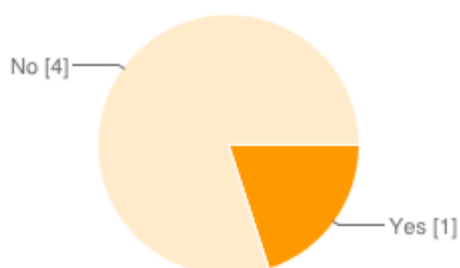
14. DO THE ALLOWANCES AVAILABLE INCENTIVISE DISABLED PEOPLE TO ACCESS THE LABOUR MARKET?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	YES
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	YES



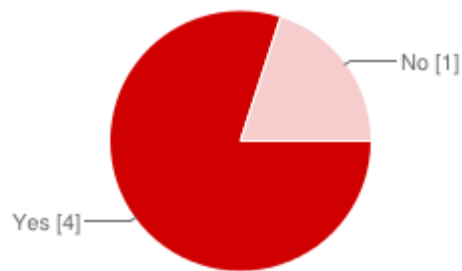
15. IS THERE TOO MUCH LEGISLATION PROVISIONS OVERPROTECTING DISABLED PEOPLE IN EMPLOYMENT?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	YES
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	NO



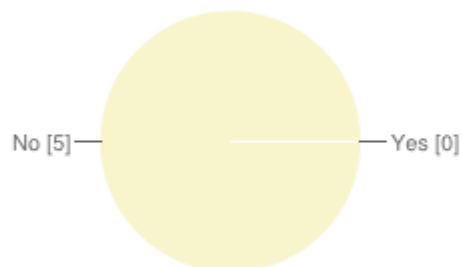
16. IS THE STATE OVER BUREAUCRATIC IN DISTRIBUTING THE ALLOWANCES?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



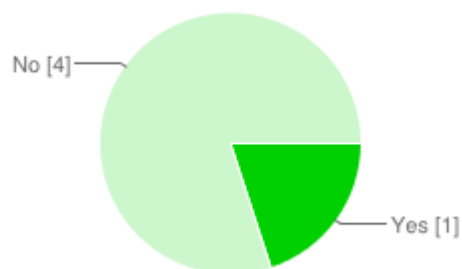
17. ARE THERE SUFFICIENT INCENTIVES FOR EMPLOYERS TO PRIORITISE PEOPLE WITH DISABILITIES?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	NO



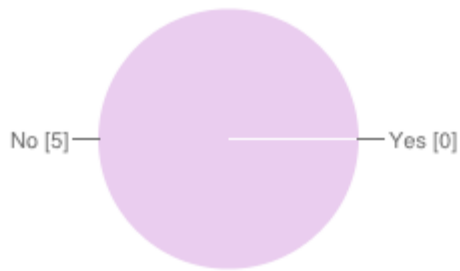
18. WILL GOVERNMENTS PAY FOR THE TRAINING OF CALL CENTRE STAFF WHEN THERE ARE SO MANY PEOPLE WITH HIGH LEVEL EDUCATION ALREADY AVAILABLE?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	YES
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	NO



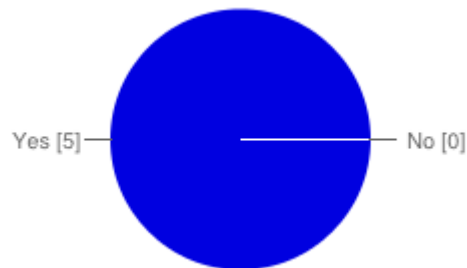
19. ARE EXISTING CONTACT CENTRE STAFF TRAINED TO RECEIVE STAFF WITH DISABILITIES?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	NO



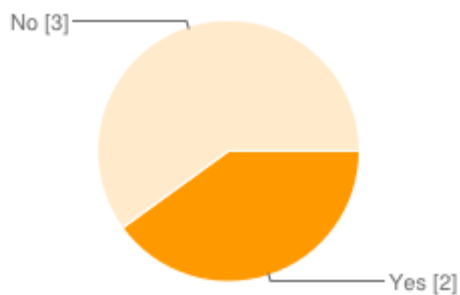
20. DO DISABLED PEOPLE FEEL THERE IS DISCRIMINATION IN ENTERING THE LABOUR MARKET?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



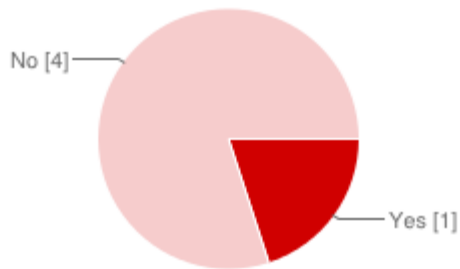
21. IS THE PHYSICAL INFRASTRUCTURE ACCESSIBLE FOR DISABLED PEOPLE?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	YES



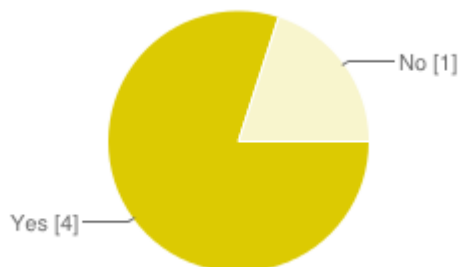
22. IS THE TECHNOLOGY IN CALL CENTRES BARRIER FREE?

COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	NO



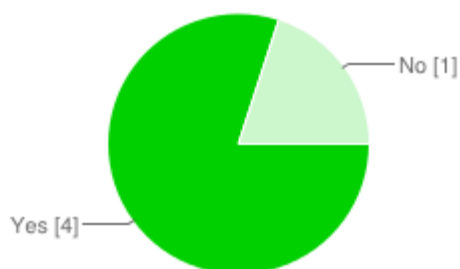
23. DO YOU EXPECT HIGH GROWTH IN THE CALL CENTRE INDUSTRY IN YOUR COUNTRY?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	NO



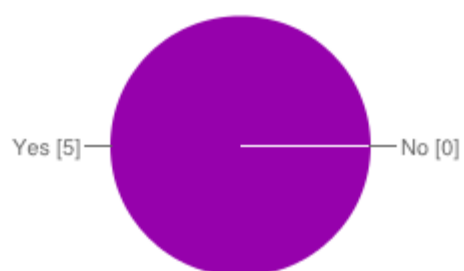
24. DO YOU HAVE ORGANISATIONS WHO CAN SUPPORT DISABLED PEOPLE IN LOOKING FOR JOBS IN CALL CENTRES?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	NO



25. DO THE DISABLED PEOPLE HAVE OPPORTUNITIES TO FURTHER DEVELOP THEIR SKILLS IN CALL CENTRES?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES



26. WOULD IT BE APPROPRIATE TO LAUNCH A SOCIAL ENTERPRISE CALL CENTRE BUSINESS?

COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	YES
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	YES

