



Leonardo da Vinci, Lifelong Learning Programme

# COUNTRY REPORT

## PORTUGAL

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## 1 Introduction

- Purpose of report
  - ❖ Compare the unemployment levels between the “regular” 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
  - ❖ Come up with a manual 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:
  - ❖ Portuguese Association of disable people (APD) – filmed interview and reports access
  - ❖ National secretary of rehabilitation (SNR) – reports access
  - ❖ Institute for employment and professional training (IEFP) – reports access
  - ❖ Portuguese Association of Contact Centres (APCC) – telephone interview and
    - reports access
  - ❖ Desk Research

Several Contact Centres (see list below) – questionnaires

Company	Website	Phone number
3C - Costumer Contact Center	<a href="http://www.contactcenter.pt/">http://www.contactcenter.pt/</a>	213 185 500
Active Brain	<a href="http://www.activebrain.pt/">http://www.activebrain.pt/</a>	
AdvanceCare, Gestão de Serviços de Saúde	<a href="http://www.advancecare.com">http://www.advancecare.com</a>	213228000
CEMI - Marketing e estudos de mercado	<a href="http://www.cemi.pt/">http://www.cemi.pt/</a>	21 720 05 50
CilNet - Comunicações e Projectos Especiais	<a href="http://www.cilnet.pt/">http://www.cilnet.pt/</a>	21 470 21 30
Collab - Richer Communications	<a href="http://www.collab.pt">http://www.collab.pt</a>	21 092 78 40
Contact	<a href="http://contact.com.pt/">http://contact.com.pt/</a>	218505700
Gmtel	<a href="http://www.gmtel.pt/">http://www.gmtel.pt/</a>	21 761 34 70
M. CALL	<a href="http://www.mcall.pt/">http://www.mcall.pt/</a>	707 50 30 40
PT Contact	<a href="http://www.ptcontact.pt/">http://www.ptcontact.pt/</a>	21 501 5000
RH mais	<a href="http://www.rhmais.pt/">http://www.rhmais.pt/</a>	217 826 360
Earthwnd	<a href="http://earthwnd.pt/">http://earthwnd.pt/</a>	

## 2 Review of Current Situation for Disabled Employment

- General unemployment levels in Portugal:

### Unemployment levels at Portugal: total e by gender (%)

Time	Taxa - %		
	Gender		
	Total	Masculine	Feminine
<b>2000</b>	3,9	3,1	4,9
<b>2001</b>	4,0	3,2	5,0
<b>2002</b>	5,0	4,1	6,0
<b>2003</b>	6,3	5,5	7,2
<b>2004</b>	6,7	5,8	7,6
<b>2005</b>	7,6	6,7	8,7
<b>2006</b>	7,7	6,5	9,0
<b>2007</b>	8,0	6,6	9,6
<b>2008</b>	7,6	6,5	8,8
<b>2009</b>	9,5	8,9	10,2
<b>2010</b>	10,8	9,8	11,9
<b>2011</b>	T 12,7	T 12,4	T 13,1
<b>2012</b>	15,7	15,7	15,6

Data from:  
INE - Inquérito ao Emprego

The unemployment level in Portugal is rising considerably, getting in 2013 to the percentage never registered before of 17.7%, which means we currently have about 952.200 unemployed people in Portugal

In Lisbon, the unemployment level is 19,5% being the third region of the country with the highest number of unemployed people.

There isn't any specific data about the unemployment levels of disable people in Portugal, but we believe that the incidence of unemployment is about three times bigger within the disable population than the "regular" people, with some of the associations of disable people that we contacted believing that this percentage may even reach the 70% of unemployment between the disables.

The only data that we do have shown as that around 90% of the disables are currently active, which means that they are registered as working, looking for a job or having any kind of training:

Local of residence	Employment level of the active disable population
	%
Portugal	90,4
Main Land	90,4
Azores	91,3
Madeira	93,2

Many of this disable people are currently involved in training programs, as internships or making professional courses, or actively looking for a job/going to interviews.

The available studies show us that most of the disable people that are currently working are doing so thanks to family and friends that are able to give them jobs, more than by recruitments programs.

The testament of the employers suggests that at the moment they aren't available to receive a disable people as a consequence of the crisis striking Portugal at the moment. Most of the companies had to cut off on the number os employees, keeping only the essential and people able to multitask, so they feel that employing someone with disabilities is limiting at they needs at the moment.

- Current employer initiatives:

The Portuguese government through the National Institute for Employment and Professional Training (IEFP) had developed a number of programmes to help the integration of disable people in the work market.

There are programmes to help de disable people to get jobs, and programmes to help the employers to adjust their workplaces to the needs of the disable people they may hire:

#### Programmes for the Disables:

- Qualification Support for people with disabilities

Measure aimed at promoting actions for the acquisition and development of skills aimed at the practice of an activity in the labor market in order to enhance employability of persons with disabilities, providing them with skills set for entry , re-enter or remain in the labor world.

- Support for Integration, Maintenance and Reintegration into the Labour Market

Set of measures to promote the integration, maintenance and reintegration into the labor market of people with disabilities. Includes information actions, evaluation and guidance for qualification and employment, supporting the placement, post-placement monitoring.

- Supported Employment

Exercise of a professional activity or socially useful aims to develop personal and professional skills to facilitate the transition of people with disabilities, where possible, to the normal work. The supported employment can be developed through: Stages of insertion; Employment Contracts-Insertion; Sheltered Employment Centers, Employment Contracts supported by employers.

- Award of Merit

Award of a symbolic nature, constituting a testimony of appreciation and a way to honor each year, employers that excel in integration of persons with disabilities as well as people with disabilities who have distinguished themselves in more self-employment.

#### Programmes for the Employers:

- Support Qualification - Qualification Program for People with Disabilities and Handicaps

Shares of initial and continuous training in order to provide people with disabilities the knowledge and skills necessary to obtain a qualification allowing them to perform an activity in the labor market, maintain employment and advance professionally in a sustained manner.

- Support for Integration, Maintenance and Reintegration into the Labour Market

Set of measures which constitute a facilitator of integration, maintenance and reintegration of people with disabilities in the labor market. Includes information actions, evaluation and guidance for qualification and employment, supporting the placement, post-placement monitoring, adaptation of jobs, elimination of architectural barriers and exemption and reduction of social security contributions.

➤ Supported Employment

Exercise of a professional activity or socially useful aims to develop personal and professional skills to facilitate the transition of people with disabilities, where possible, to the normal work. The supported employment can be developed through: Stages of insertion; Employment Contracts-Insertion; Sheltered Employment Centers, Employment Contracts supported by employers.

➤ Award of Merit

Award of a symbolic nature, constituting a testimony of appreciation and a way to honor individuals and group that each year, more have distinguished themselves in the professional integration of people with disabilities.

- Legal provisions for disabled:

There is a quota system of employment for people with disabilities implement by the Portuguese government that expected a share of employment up to 2% of workers in private firms and 5% in Public Administration.

For those who employ people with disability there are some fiscal benefits as a reduced contribution rate for the social security, exempting the payment of the employee percentage (11,9% from a total of 34,75%).

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

- Current state of sector.

The contact centre industry is growing year after year, having some of the sectors as trade, postal and Express Delivery grown 50% at 2012, comparing to 2011.

- Size of market.

The size of the market seems to be growing, especially at the outbound services. More and more the companies seek for cheapest ways to get their marketing and assistance made, so they contract the services of outbound services, not having to hire more staff, invest in infrastructures and equipment.

- Employment levels.

Following the tendency of growth at the contact centre market, also the employment levels are growing, hiring in 2012 approximately 15.700 people, representing a 40% growth comparing to 2011.

Although the number of employees are growing, the salaries are reducing. The average salary in 2012 was 719€, 2.5% less than the year before.

- Future economic outlook.

One of the biggest threats for the contact centres industry is the communication by other means beside telephones, as e-mails and chat. To face the use of this kind of technology, the contact centres are investing in better and more efficient technology that allows the costumers to be answered quickly and have their problems solved by the phone at the moment of the call. This gives the costumers the needed confidence to keep relying at the contact centres to solve their problems, then so, to make this industry grow.



## 4 Potential for Disabled Employment within the Contact Centre Industry

- Current use of disabled staff

From the answers that we got to our questionnaire, we realized that the contact centers are receptive to receive employees with disability.

However, given the amount of unemployed people in Portugal, the employers rather employ people without disability.

- Current available technology

Considering the Rights of Disabled People's Convention there have been taken measures to improve the accessibility for disabled people namely technology to create equal physical and professional conditions.

As such we find a great variety of technology for disabled people:

### ❖ Dosvox

DOSVOX is a computer system, and communicates with its user through voice, which makes it useful for visually impaired to manage to increase their autonomy in the use of computers. This announcement is in Portuguese, but the service lets you set the text to other languages.

### ❖ Window -eyes

Is a commercial software for windows , window- eyes is a screen reader that promotes full control to what and how the user hears and listens. This is a leading application for people with visual impairments, it converts the windows components in synthesized speech, which allows full access to the windows system.

### ❖ Virtual vision

This is a software that allows visually impaired to use with full autonomy, windows, office , internet explorer, among other applications . Its function is to read the menus and pages through a voice synthesizer.

### ❖ Motrix

For people with severe motor disabilities as quadriplegia or muscular dystrophy, the Motrix is a software that allows them to have access to the computer and through the internet, to promote access to reading, writing and communication. This system is operated through spoken commands using the microphone .

### ❖ Pvoice

Is used as an augmentative and alternative communication (AAC - augmentative and alternative communication) and uses symbols or photographs to generate sounding words . Thus, in speech Disabled may choose symbols, and software, in turn, verbalize and talk to them.

It is an application that, apart from Portuguese, is available in several languages , and is opensource.

### ❖ Plaphoons

Intended for people with motor or speech disabilities, is a freeware program where you can write words of phrases and hear them afterwards.

### ❖ Talks

This application is intended for the visually impaired and it is a mobile reader . Some operators already offer up some phones with this type of software pre - installed.

Yet still exist a lack of infrastructure in general, there seems to be an internal policy in organizations to ensure the acquisition of accessible software, there are still many constraints in terms of tools and work tools. The lack of technological help is a barrier to perform the duties of those who need them.

But in most cases Contact Centers that employ people with motor disability didn't need to acquire any specific equipment to receive these employees. The ones with deaf employees and customers need only needed to add web cameras to their workstations

Although in Portugal within the Contact Center we already have one adaptation to help the work of disabled people in Contact Centers. The initiative came from PT Contact.

In agreement with the OED, PT Contact will integrate in their call centers telemarketing communicators with disabilities.

The best way to integrate these citizens with special needs in the workplace, PT Contact had to remove architectural barriers and communication, opting, as that in a statement sent to the press by a remodeling of the contact center:

- Construction of access ramps to the building and the training rooms
- Transformation of bathrooms

- Potential for remote working

In Portugal the Labour Code has legislation related to remote working.

In the eyes of the law it is considered remote working "Working within the labour-laws for an external employer, usually outside the employer's enterprise, and through the use of information technologies and communication".

The Labour Code provides that the contract for the provision of subordinated remote working must comply with the following indications:

- ❖ Identification of the parties;
- ❖ Position or functions of the employers, with express reference to remote working;
- ❖ Duration of work in remote working;
- ❖ Ownership of work tools to be used by teleworkers as well as the entity responsible for its installation and maintenance and the payment of associated costs and consumer use;
- ❖ Identification of the facility or department to which the company should report the teleworker; Identification of superior or other party with whom the company can contact the teleworker under its labor supply .

It is recommended that agreements or addenda contract between the employer and the teleworker , in matters such as :

- ❖ Workload ;
- ❖ Location of post telework ;
- ❖ Duty to submit the company ;
- ❖ Use of remote control systems ;
- ❖ The conditions of access to representatives of the employer to the teleworker 's home;
- ❖ Insurance conditions ;
- ❖ Changing conditions of the contract ;
- ❖ Term of validity and conditions of renewal or termination of the Agreement and its reversibility.

Above all, the option or the transition to telework must result from an agreement of wills and never be imposed by one party

The adoption of a methodology for telecommuting leads to some drawbacks from the point of view of the companies:

❖ **Difficulty controlling / supervising the work**

For a company to succeed in a telework environment, there needs to be some restructuring to a traditional method of control of work done by observation, a methodology for the task. Workers should be more autonomous and, as such, to make the planning of a project, it is necessary to take this into consideration.

❖ **Resistance to change**

By implementing a methodology telecommuting a company will always be resistant to change. Normally, telecommuting is still seen as a benefit for some and only if such a methodology could include someone to volunteer.

❖ **Lack of commitment of workers**

Not all who want to work from home have the profile shown for that. Only people with a lot of discipline that is able to maintain or even improve their productivity.

❖ **Decreased cohesion within the company**

A risk posed by departing employees physically, is that company values are lost because there is no longer physical contact.

❖ **Needed investments**

For someone to be able to work from home, it is necessary to give the technological conditions for this. The money you can save by not needing an office with a number of jobs , adds up the infrastructure needed in a home office (or at least outside the company ) : You will need an internet connection for each worker, a support technician to resolve any problem that exists, and even setting the platform for the company to allow outside access to information in a safe manner that does not compromise any sensitive information.

❖ **Security Risks**

As mentioned in the previous section, an important aspect is the security of company data. With the employee off the premises, the risk of a leak, intentionally or not , greatly increases.

❖ **Legal Issues**

Could be raised some legal issues to which the company will have to spend some time and resources . The worker is no longer required to be in the same geographical area of the company , ie , it can be in another country . Thus, as mentioned in the previous point , the cost that could save by hiring cheaper services, can be offset by legal issues.

All the above issues have an impact on the decision on hiring people through remote work, being easier for the employer not to hire someone in that method. That's why in Portugal, there is no registration of people working for Contact Centres with the remote work contract.

Regarding employment of people with disability in-house, since there is no culture in Portugal of hiring for remote work, creating all the needed platforms in order to allow these particular group of people to get in-house work is not an option for the employer.

- 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

The main skills required are the ability to communicate fluently and politely, good behaviour and commercial capacity.

- Qualification levels required

Since the employers are willing to give the necessary training to theirs employees, they don't require any specific qualification level, but, since the number of graduated unemployed people is rising, they do prefer to hire graduated people or people with high school degree.

- Flexibility/working patterns

Given the specific needs of each sector, the working patterns at contact centres may differ from area to area, but the most of them (64%) work 24 hours, 7 days a week, 365 days a year.

## 6 Barriers to Disabled Employment within the Contact Centre Industry.

- Physical barriers in the workplace

As a way to maximize the return of the companies, the contact centers tend to be crowded. To make it able to receive, for instance, a wheelchair, some of them may have to change the distribution of the workstations. Other issue is the architecture of the buildings that not always is "disable friendly"

Architectural barriers in buildings include lack of Ramps, Railings, Signage, Braille Print, Adequate Spacing, Slip Resistant Flooring, Accessible Toilets and Chairs, Switches, Shelves, Wash Basins, Taps & Telephone at an accessible height. This kind of infrastructure help disabled people to be at ease and do their routines with minimum or no support. Apart from becoming self-reliant, such an internal atmosphere boosts their self-confidence and avoids unnecessary delay.

- Flexibility/reliability barriers

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

In the fast developing world, lot of favourable things have happened and are still happening in a much faster pace. Technology has come hand in hand, creating beautiful barriers in the environment around. In addition to this is the disability insensitive attitude, which promotes the barriers first hand.

- Difficulties using computers and software
- Access to documentation
- Difficulty using telephone support services. Special telecommunication devices for the deaf (TDDs) have been developed, however, which allow individuals to communicate over the phone using text and a modem. In order for these users to access phone-in support services, software companies would need to have TDD-equipped support personnel. Individuals who are deaf are also be unable to take advantage of support systems that use touch-tone input and recorded voice output.

- Social barriers

In an analysis it is clear that the "prejudice" that still exists in Portuguese society and ignorance about the real productive capacity of people with disabilities constitute itself as the main barriers to the inclusion of these people in the labour market. Sometimes the non-acceptance of difference translates into a significant barrier, not only at the level of the employer, as well as of their own co-workers.

Definitely the main barrier between the employment of the disables, the prejudice and the lack of knowledge over the capacities of the disables is the one factor that prevents the employers when recruiting.

Some attitudinal barriers:

- **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**

Due to the financial situation that Portugal is facing this seems to be one of the major barriers for the hiring of anyone, not only the disables. But we can find some financial barriers like:

- Direct costs for people with a disability (eg transport, interpreters, aids and adaptations, medical costs, loss of pension benefits)
- Direct costs for employers (eg workplace modifications, insurance)

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

- Training programmes

Only the IEFP has training to improve the quality of the intervention of the technicians of the Employment Centres, as well as the teams of the private institutions that develop programs of professional rehabilitation. This measure includes the training for technicians that work directly or indirectly in the evaluation/orientation, vocational training, work re-adaptation, socio-professional integration, placement and post-placement monitoring of PwD through technical support (characterization and identification of training needs, elaboration and organization of training programs and plans) and financial support (program preparation; expenses payment; payment of training grants). Besides this example, there were only found seminars of dissemination of studies and information sharing in various areas connected to the work with PwD. However, this approach is done in a very superficial way. The National Institute for Rehabilitation disseminates the list of monthly events related to this theme and it is possible to register online for conventions, seminars and workshops.

The various NGOs contribute for the dissemination, among the entrepreneurial community, of studies that talk about the work developed among the PwD. Although a part of these studies are statistical analysis comparing the demographic and socio-professional situation of PwD and the rest of the population, some studies acquire a big importance towards the need of information in the recruitment of these citizens with analysis of examples lived by these people.

#### Fundação Irene Rolo (Portugal)

The foundation's Professional Integration Program provides assistance by analyzing the labor market of the region and providing the necessary training to employers and employees; providing a workplace or an internship to the students in training; personalizing support during the training period and after the placement in the workplace (three years); and articulating the work developed by the Technical Support of Training in Enterprise (TAFE) with the remaining technical team of the foundation, the employment technicians of regional employment centers, with other centers of professional rehabilitation, and with public and private organization.

#### The Employment and Vocational Training Institute

The Employment and Vocational Training Institute is responsible for implementation of the principal vocational training and integration measures for disabled people. In particular, in cooperation with the Education Ministry, it is responsible for a program designed to help



young disabled people completing their final years of compulsory schooling gain their first contacts with the world of work, to give disabled youngsters over 16 the knowledge and skills required to obtain a vocational qualification and also to help physically disabled people to adapt to work by turning to account their occupational experience.

### New Opportunities

People with disabilities can also profit from the New Opportunities initiative. This initiative was launched in September 2005 to answer the urgent challenge of improving the level of qualification of the Portuguese population through an integrated education and vocational training policy aimed at generalizing secondary education as a bench mark for the qualification of young people and adults.

In the context of measures foreseen in the Action Plan for the Integration of People with Disabilities and Incapacity, the following initiatives were developed, among others:

- Creation of a pack of gesture language interpreters, to ease the access of deaf people to services and answers of Job Centers.
- Adhesion of 6 big enterprises, among which a bank institution, to sign a protocol for the definition of their participation in the effort of creation of an affective equality of opportunities in the Access of people with disabilities to employment, job and Professional integration, seen at the level of their human resources and hiring policy, celebration of services providence contracts, creation of universal accessibility spaces and the use of equipments accessible to people with different characteristics.
- Methodology and instruments to organize training for people without conditions to access complete occupations.
- Project to develop the process of work re-adaptability of people acquiring disabilities in their adult and professional life, aiming its experimental implementation in 10 Professional Rehabilitation Centers.
- Methodology for access of people with disabilities to training actions targeted to population in general, with the support of Centers and Professional Rehabilitation Nucleus approved by the PES as Specialized Resources Centers.
- Entrepreneurship training Project, at distant, for unemployed people with disabilities.



- Work experience

## INTERNSHIPS

There are several different internships, with reimbursement of the Institute of Employment and Vocational Training (IEFP), which vary depending on the qualifications of the people and the type of entities they provide.

The IAS in 2011 to 419.22 €

### Stage of inclusion for people with disabilities

This stage is aimed at people with disabilities and lasts for nine months. And can be conducted in private or non-profit entities and local authorities. Applications for Internships Insertion can be submitted at any time of the year. The maintenance of grants vary depending on the qualifications of the trainee and are subject to IRS taxation, but is not required to make discounts for social security:

Qualification level 6, 7 or 8: 1.65 times the Social Support Index ( IAS ) \*

Qualification Level 5: 1.4 times the IAS

Qualification Level 4: 1.3 times the IAS

Qualification Level 3: 1.2 times the IAS

Qualification level 2 or no qualifications or levels of qualifications provided in the preceding paragraphs : 1 to IAS

### Support given by IEFP:

Reimbursement total of food allowance and personal accident insurance

Reimbursement of grants for internships according to the following situations:

75 % - for nonprofits regardless of the number workers

75 % - for -profit entities that employ less than 10 workers

70 % - for -profit entities that employ between 10:49 workers

60 % - for local and for-profit entities that employ between 50 and 249 employees

45 % - for -profit entities with 250 or more workers

The percentages shown include reimbursement increase of 10 % which applies when the trainee has some kind of disability.

### Other assistance

If the employer need adaptations to the architectural level (ramps among others).

These supports will be considered on a case by case basis and are intended to compensate employers - whose buildings where they work have been built before February 20, 2007 - face the burden of hiring people with disabilities. The company may request support up to 50 % of the work up to 16 times the Social Support Index.

The application must be submitted to support the Center for Employment of the area of the head office of the employer, within 30 days after the admission of the person with.

If the enterprise need some kind of adaptation in workstation which are the supports for IEFP?

The IEFP may provide financial support to the company that celebrates a fixed term contract or minimum initial term lasting one year, a person with a disability, and need to adapt the equipment or workplace to the worker's with functional difficulties. The supports must be ordered by the company with Jobcentre Plus and cannot exceed 16 times the Social Support Index.

Source: Decree -Law n. ° 290/2009 of 12 October and Normative Order n. ° 18/2010, published in Republic, 2nd series, no . # 124 of 29-06-2010

- Technology

The possible improvements of accessibility such as widening doors, ramps and placement of rods, installation of audio guidelines, Braille, and other signs can also improve access to customers in general, and particularly the elderly. This is also a business advantage for the company.

These improvements can be guaranteed with the help of the IEFP.

- Employer incentives
  - ❖ Social contributions: Reduced fee. A reduced fee of 23,75% of an employee without a disability to 11,9% with a disabled worker
  - ❖ Financial support non-refundable for IEFP ( Institute of Employment and Vocational Training): amount equal to 12 times the minimum monthly wage for each admission;
  - ❖ Exemption from social security contributions : maximum of 24 months;
  - ❖ Support Program for Employment of the Disabled - Integration Award

- ❖ Support Program for Employment of the Disabled - Grant Custom Home in the Company : is a cash benefit , non-refundable , granted to employers of disabled people, to cover staff costs deficient during the process of socio-professional integration and adaptation scheme productive employer;
- ❖ Support Program for Employment of the Disabled - Subsidy of Architectural Barriers Elimination;
- ❖ Support Program for Employment of the Disabled - Subsidy on Adaptation of Workstations;
- ❖ Support Program for Employment of the Disabled - Subsidy Offset: is a monthly, granted to employers of disabled people, aims to compensate them for the lower yield productive those workers during the period of adaptation/re-adaptation job in relation to the average productivity of workers without disabilities in the same professional category.

Other type of incentives:

- ❖ Workers with disabilities, given their personal experience, they are enabled to a better understanding of the needs of people with disabilities, this fact can be a unique source of practical knowledge and innovative solutions to effectively respond to this consumer segment
- ❖ There has been a growing concern about the public image of the company and an attempt to compromise with wider issues than simply increasing production and profits. For example, the acceptance and integration of the company in the community can be a key factor for success.

## 8 Recommendations

Given the research made regarding the employment of people with disability in contact centres, our recommendations are:

- ❖ More information regarding:
  - the needs of disable people in a work environment
  - the existing benefits for the companies wiring people with disabilities
  - the existing benefits for the disables that are looking for jobs
- ❖ Training:
  - for the disable people on the softwares that may help them to work in a contact centre
- ❖ Information for the families of the disable people that may help them develop better social skills
- ❖ Raise social awareness for the fact that people with disability are as able to do some jobs as well, or even better, than people with no disabilities

## 9 Partner Comparison Summary

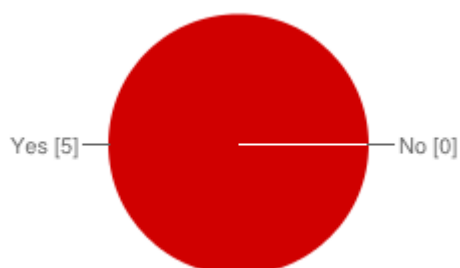
### 1. IS THERE A WAGE SUBSIDY FOR EMPLOYERS RECRUITING DISABLED PEOPLE?

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



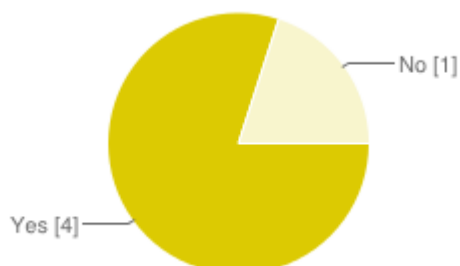
### 2. ARE INCENTIVES AVAILABLE TO EMPLOYERS FOR ADAPTATIONS TO ENCOURAGE EMPLOYMENT?

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



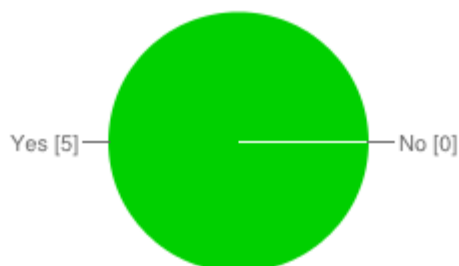
### 3. IS THERE A WILLINGNESS FROM DISABLED PEOPLE TO TAKE JOBS ON OFFER?

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



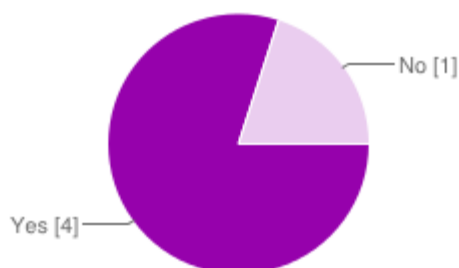
**4. IS THERE A LEGISLATIVE REQUIREMENT FOR THE GOVERNMENT TO ASSIST DISABLED PEOPLE INTO WORK?**

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

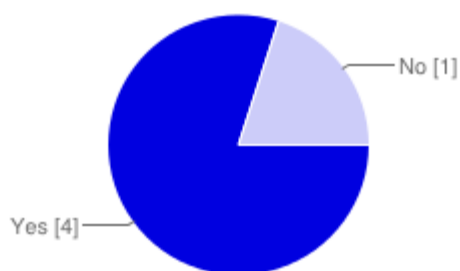


**6. WHAT IS THE PROJECTED GROWTH RATE OF CONTACT INDUSTRY SECTOR?**

COMPANHIA DE IDEIAS	15% GROWTH
FUTURE 21 CENTURY	THERE ARE VERY BRAVE PLANNS 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

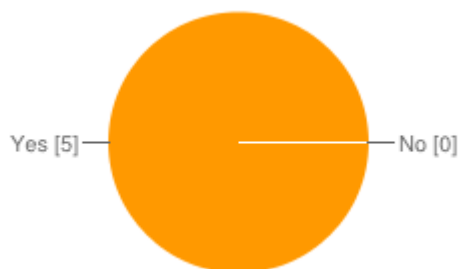


#### 8. WHAT SKILL LEVEL IS REQUIRED?

COMPANHIA DE IDEIAS	HIGH-SCHOOL
FUTURE 21 CENTURY	QUITE DIFFERENT SKILLS ESSECIALLY 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

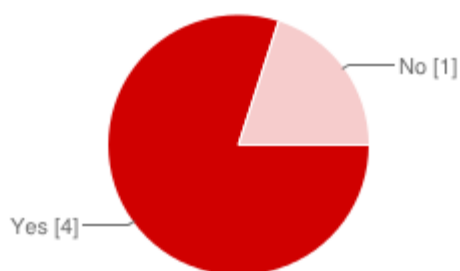
#### 9. DO CONTACT CENTRES RECRUIT AND TRAIN INTERNALLY?

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



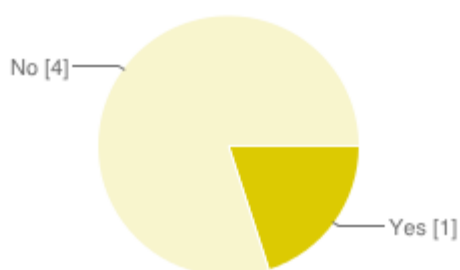
#### 10. IS THERE A STRONG REGULATORY ENVIRONMENT IN THE PARTNER COUNTRY?

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



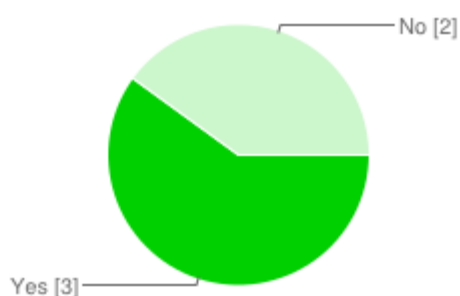
**11. DO THE CALL CENTRES OFFER REMOTE JOBS?**

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?**

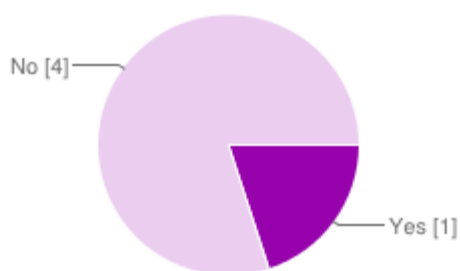
COMPANHIA DE IDEIAS	YES
FUTURE 21 CENTURY	NO
MCSENCE	YES
INSTITUT PRE REGIONÁLNY ROZVOJ	YES
ECCC FOUNDATION	NO



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

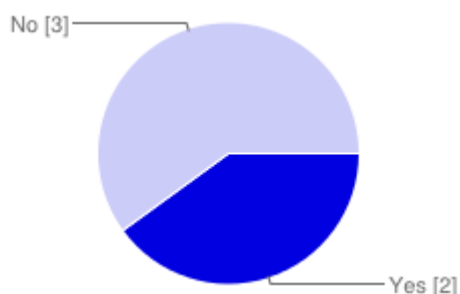
COMPANHIA DE IDEIAS	NO
FUTURE 21 CENTURY	NO
MCSENCE	NO
INSTITUT PRE REGIONÁLNY ROZVOJ	NO
ECCC FOUNDATION	YES





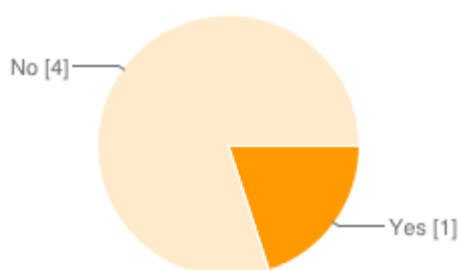
**14. DO THE ALLOWANCES AVAILABLE INCENTIVISE DISABLED PEOPLE TO ACCESS THE LABOUR MARKET?**

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



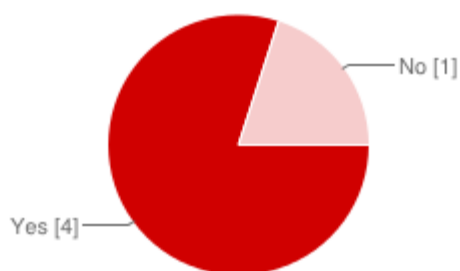
**15. IS THERE TOO MUCH LEGISLATION PROVISIONS OVERPROTECTING DISABLED PEOPLE IN EMPLOYMENT?**

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



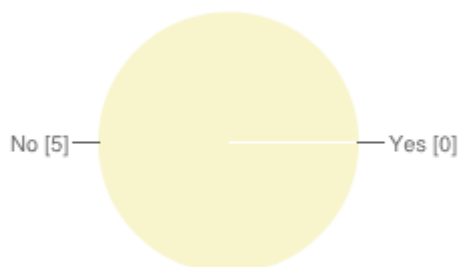
**16. IS THE STATE OVER BUREAUCRATIC IN DISTRIBUTING THE ALLOWANCES?**

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



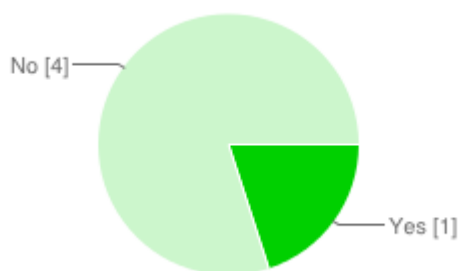
**17. ARE THERE SUFFICIENT INCENTIVES FOR EMPLOYERS TO PRIORITISE PEOPLE WITH DISABILITIES?**

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



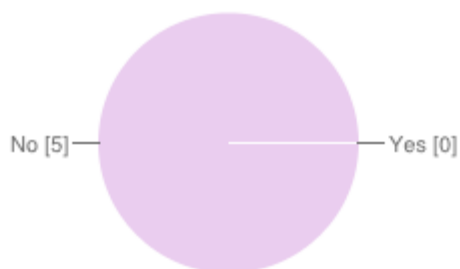
**18. WILL GOVERNMENTS PAY FOR THE TRAINING OF CALL CENTRE STAFF WHEN THERE ARE SO MANY PEOPLE WITH HIGH LEVEL EDUCATION ALREADY AVAILABLE?**

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



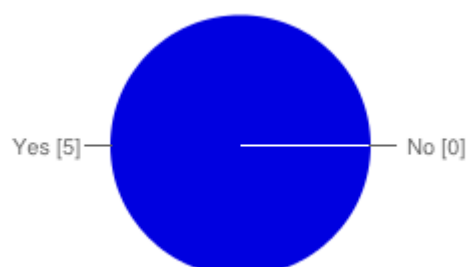
**19. ARE EXISTING CONTACT CENTRE STAFF TRAINED TO RECEIVE STAFF WITH DISABILITIES?**

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



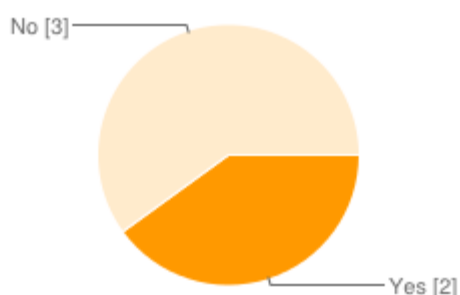
**20. DO DISABLED PEOPLE FEEL THERE IS DISCRIMINATION IN ENTERING THE LABOUR MARKET?**

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



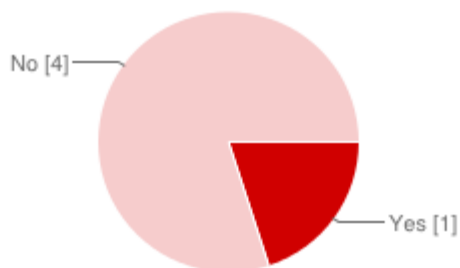
**21. IS THE PHYSICAL INFRASTRUCTURE ACCESSIBLE FOR DISABLED PEOPLE?**

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



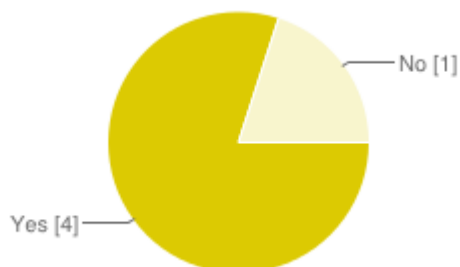
**22. IS THE TECHNOLOGY IN CALL CENTRES BARRIER FREE?**

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



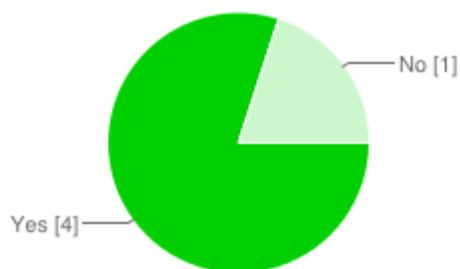
**23. DO YOU EXPECT HIGH GROWTH IN THE CALL CENTRE INDUSTRY IN YOUR COUNTRY?**

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

