

**Question for written answer E-009616/2014  
to the Commission**  
Rule 130  
**Enrico Gasbarra (S&D)**

Subject: Regulation of call centres

Finding a balance between respecting industry-wide agreement renewals while asserting common rules in the event of transfers of undertakings should be a high-priority objective on the EU's agenda for employment.

There is an increasingly urgent need to prevent unfair competitive practices, in particular the downwards fixing of labour costs, which in some cases even drop below the legal minimum wage established in Member States.

The current phenomenon of social dumping does not just affect workers' conditions, but is also detrimental to the population as a whole; often at the cost of 'social shock absorber' systems which are intended to maintain employment during a crisis.

The Charter on Social Rights and the Charter on Fundamental Rights of the European Union identify principles relevant to fair and just working conditions which are directly reflected in Directive 2001/23/EC on the transfers of undertakings.

How does the Commission intend to reiterate the importance of these principles in the telecommunications industry, with particular reference to call centre workers, for whom business relocation and social dumping are still relevant and commonplace practice – as shown by the recent overnight demonstrations in Italy against relocations and workers' rights violations within the industry?