Global Dialogue Forum on Employment Relationships in Telecommunications Services and in the Call Centre Industry

Geneva
27–28 October 2015

Note for the participants

The Global Dialogue Forum on Employment Relationships in Telecommunications Services and in the Call Centre Industry will be held at the International Labour Office, in Geneva, from 27 to 28 October 2015. The opening plenary sitting, which will be held in the Room V of the ILO building, will begin at 11.30 am.

The purpose of this *Note* is to assist participants in the Forum to familiarize themselves with the organization and procedures of the Forum so as to enable them to take an effective part, from the outset, in its work.

Purpose of the Forum

The tripartite participants will discuss employment relationships in telecommunications services and in the call centre industry, especially call centres operated by, or dealing with, telecommunications services, with a view to adopting points of consensus that would encourage future programme development and inform policy-making on this topic at the international, regional and national levels.

The Issues paper prepared by the Office (GDFERTI/2015), which has been issued in English, French and Spanish, will serve as the basis for the Forum's work. Print copies will be available at the ILO in Geneva.

Composition of the Forum

The Forum will be composed of six Employer participants nominated by the Employers' group and six Worker participants nominated by the Workers' group of the Governing Body. All Governments have been invited to attend the Global Dialogue Forum.

In addition, representatives of certain intergovernmental organizations and certain international non-governmental organizations have been invited to attend the Forum as observers.

Working of the groups

Arrangements have been made for the Government, Employers and Workers representatives to hold separate consultation meetings in the course of the Forum.

Arrangements have been made for the first official meetings of the groups on the opening day of the Meeting, Tuesday 27 October:

9.00–11.00:	Government group	Room V
	Employers' group	Room III
	Workers' group	Room IV

Briefings

Government participants are invited to an introductory session at **9.00 a.m.** in **Room V**. The participants will be informed about the Global Dialogue Forum, its draft programme over the two days' duration, and the roles of participants.

Documents

In order to enable participants to fully participate in the work of the Forum, the following documents will be issued in English, French and Spanish:

(a) the Issues paper (GDFERTI/2015) in English, French and Spanish;

(b) the Proposed points for discussion (GDFERTI/2015/4) in English, French and Spanish; and

(c) the list of participants (provisional, GDFERTI/2015/2).

Participants are strongly advised to check the *official notice board* when they first arrive each day before going to the various meetings.

In the weeks following the Forum, the Office will send to all participants a brief report of the discussion of the Forum for comments.

Miscellaneous information

Transport to the ILO building

Participants coming by private car are asked to use car park P1. Please do not park in front of the main entrance.

Public transport services link the railway station (Cornavin) (lines F and 8) and the airport (line 28) to the ILO building. The stop for the ILO is marked "BIT" and is located on Avenue Appia. From 7 a.m. to 7 p.m. the "8" bus runs every six to eight minutes and every 15 to 20 minutes there-after; from 7 a.m. to 8.00 p.m. the "28" bus runs every 20–30 minutes and less frequently there-after; the "F" bus runs every 15-20 minutes during rush hour and hourly after 8 p.m. Bus tickets valid for several journeys are on sale at the news agent inside the ILO building on the R2 level (south).

Arrival at the ILO building

Participants arriving by car should follow the signs to the visitors' parking P1 and from there, the signs indicating "Door 4". Participants arriving by taxi should request the taxi to deposit them to Door 4 of the ILO, while participants arriving by bus should follow the signs from the bus stop to the ILO and follow the signs to Door 4 (situated in R2 South) (see map in Appendix II) .

At the security desk, participants will be welcomed by a staff member of the Secretariat, who will provide them with a visitor's badge. This unmarked visitors' badge contains a microchip and allows you to access and exit the building throughout the duration of the Meeting.

Once having entered, participants are asked to direct themselves to the Meeting registration desk at level R3 on the South side of the building.

Coat racks are placed at various points in the building, including near the meetings rooms. *The coat racks are not guarded and property is left at the owner's risk*.

Upon their departure, participants are kindly requested to drop their unmarked visitors' badges in a designated badge return box placed after the gates, so they can be reused.

Registration

Participants will find registration forms at the Registration and Information Desk. Every participant, whether expert, adviser, or observer, is requested to complete a registration form carefully, in block capitals, and to hand it in at the Registration and Information Desk on R-3 immediately on the first day of the Forum, in order that he/she may be officially registered.

The Registration and Information Desk will be open during the following times:

27 October: 8.30 – 14.30 and 18.00 – 19.00
28 October: 8.30 – 14.30 and 17.00 – 19.00

Each participant will be issued with a badge bearing his/her name. Participants are requested to wear this badge whenever they are in the ILO building.

Meeting rooms

The times and places of the meetings to be held each day will be shown on the notice board next to the Registration and Information desk.

The plenary sittings will be held in the Room V, where seats are reserved in three separate blocks for Government, Employer and Worker representatives.

Participants will be given the opportunity to engage in a discussion. All of these statements are made from the speakers' places. It is essential that speakers should speak into a microphone to permit simultaneous interpretation of their remarks. When a participant has been authorized by the Chairperson to speak, he/she should press the button on the microphone to ensure that it is switched on.

The meeting rooms are equipped with a simultaneous interpretation apparatus, by means of which statements can be heard in the original or in an interpretation into one or another of the languages. The apparatus consists of an earphone, two push buttons for regulating volume and two push buttons for selecting a number corresponding to a particular channel.

Travel agency

A branch of Carlson Wagonlit Travel is located on the R2 level (south). It is open from 9 a.m. to 5 p.m., Monday to Friday. *In order to avoid any problems with their return*

journey, participants who have not yet confirmed their reservations should contact the travel agency without delay.

Financial matters

Delegates, who are entitled to receive reimbursement of travel and payment of subsistence allowances by the ILO, will be given instructions about these payments at the registration desk.

Bank

A branch of the UBS is located at the north end of the building (R3 level), together with cash dispensers that accept Euro cards. Other cash dispensers (ATMs) are located on the R2 level near the newsagent. The bank is open from 9 a.m. to 12.30 p.m., Monday to Friday for cash withdraws and currency exchange.

Postal and telephone services

There is a post office on the R2 level at the north end of the building near the restaurant. It is open from 10 a.m. to 11.30 a.m. and from 12.30 p.m. to 4.30 p.m., Monday to Friday.

Local calls can be made from any telephone in the ILO building, including the meeting rooms, by first dialling 0 to get an outside line.

Restaurants and bar

A restaurant, a self-service cafeteria and a snack bar are located on the R2 level at the north end of the building. There is a Delegates' bar in the meeting area that is open while meetings are in progress.

Smoking

The ILO is a smoke-free environment. For this reason, smoking is not permitted indoors. Participants can, however, smoke outdoors on the balcony next to the Delegates' Bar on R3 South and outdoors on the terrace located on R1 North.

First aid

When needed, participants may contact the Medical Service on the R3 level North (Tel. 7134).

Appendix I

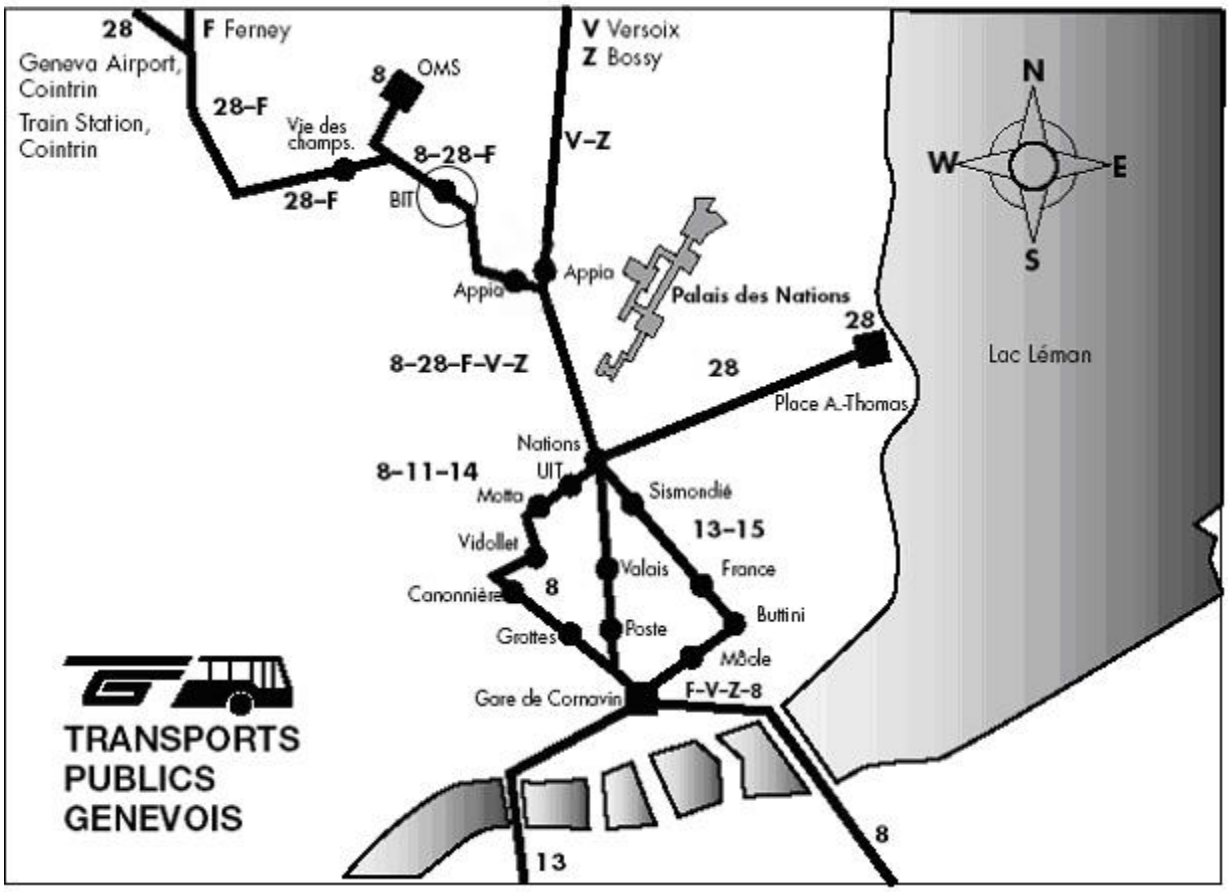
Draft Timetable

Tuesday, 27 October	Wednesday, 28 October
08:30 - 09:00 Registration **09:00 - 11:00** Group meetings (G, E, W) **11:30 - 13:00** **Opening plenary:** - Opening statements - Agreement on the draft proposed points for discussion and the draft timetable - Presentation of the Issues paper - General statements - Point for discussion 1	**08:30 – 09:30** Group meetings (G, E, W) **09:30– 11:00** **Plenary:** - Point for discussion 2 (contd.) - Point for discussion 3
14:30 – 15:30 Group meetings (G, E, W) **15:30 – 18:30** **Plenary:** - Point for discussion 1 (contd.) - Point for discussion 2 **18:30 – 19:30** **Reception** *hosted by the Secretary-General of the Meeting (French Restaurant, (R2))*	**15:00 – 16:30** Group meetings (G, E, W) **16:30 –19:00** **Plenary:** - Adoption of *draft points of consensus / recommendations for future action* - Closing remarks

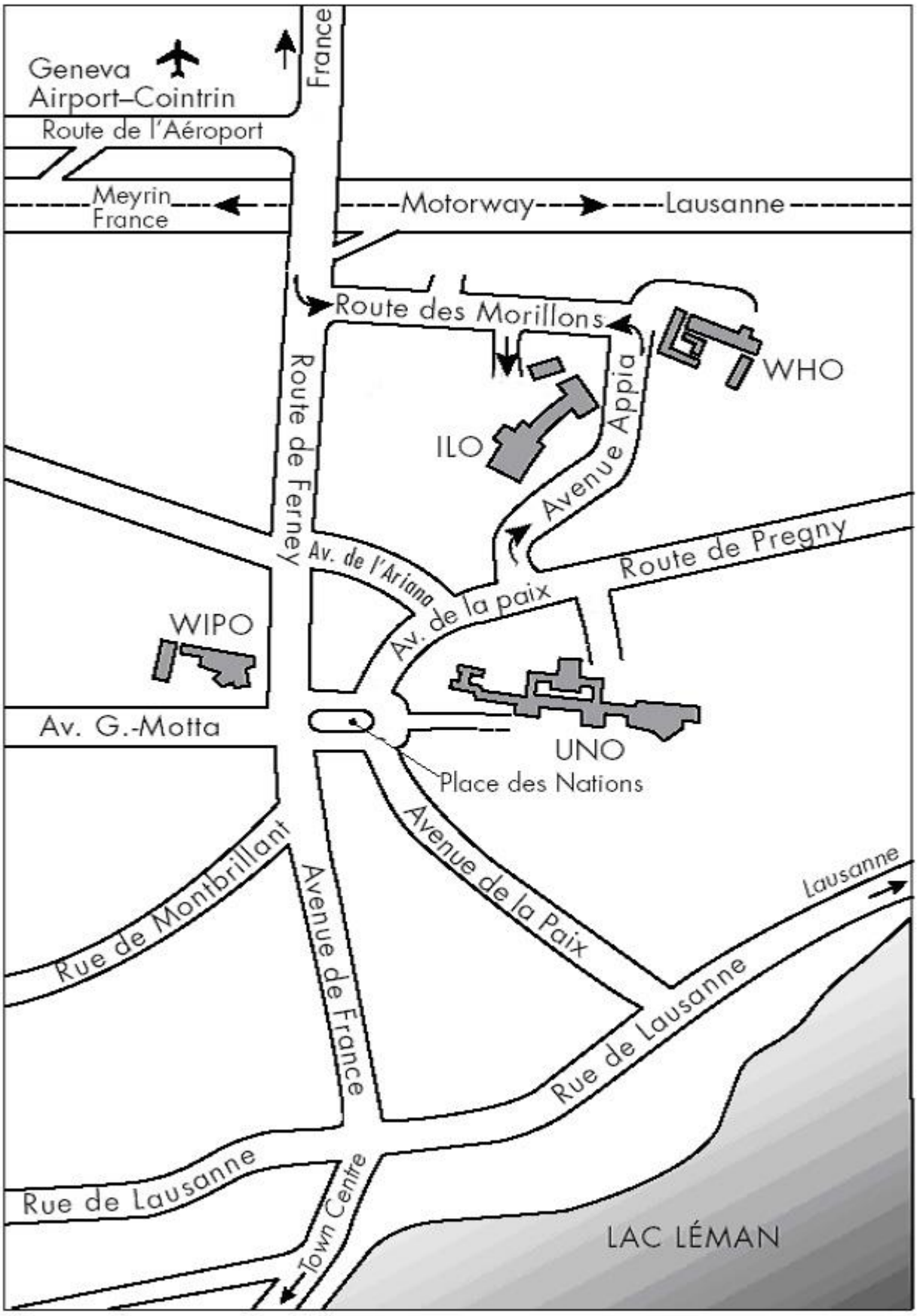
Abbreviations**:** G= Government group; E= Employers' group; W= Workers' group

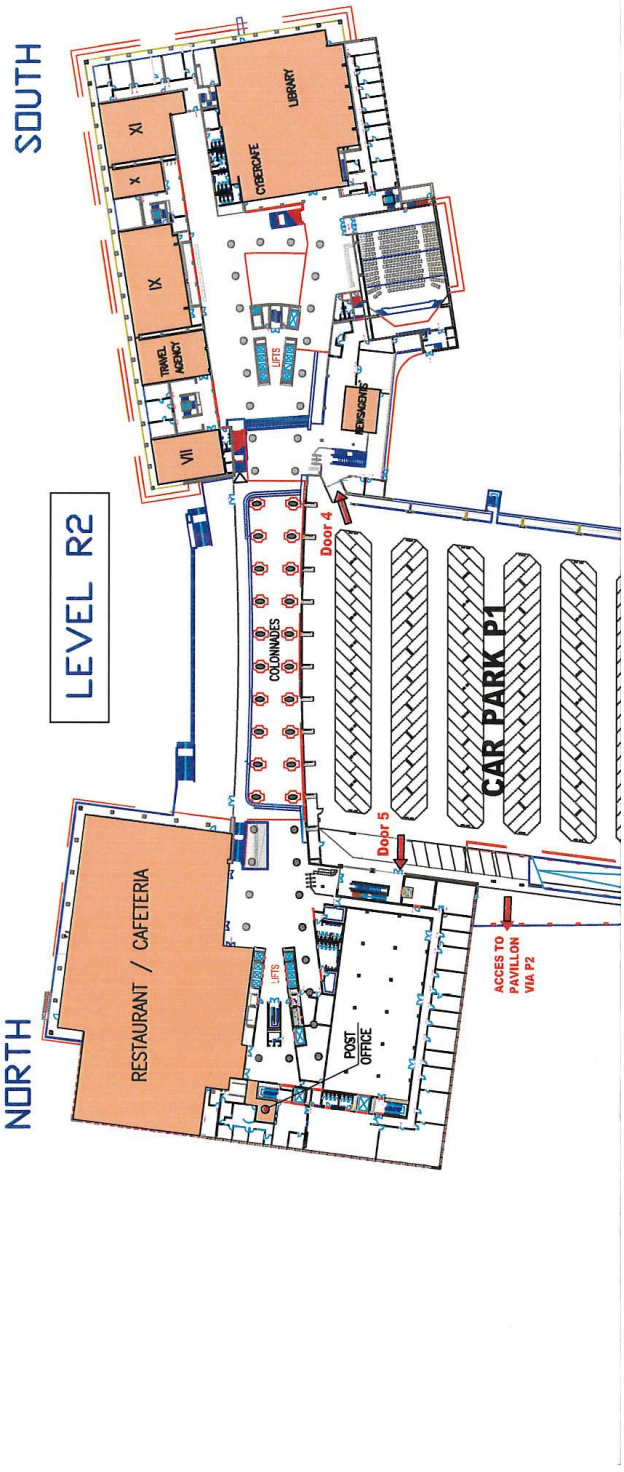
Appendix II

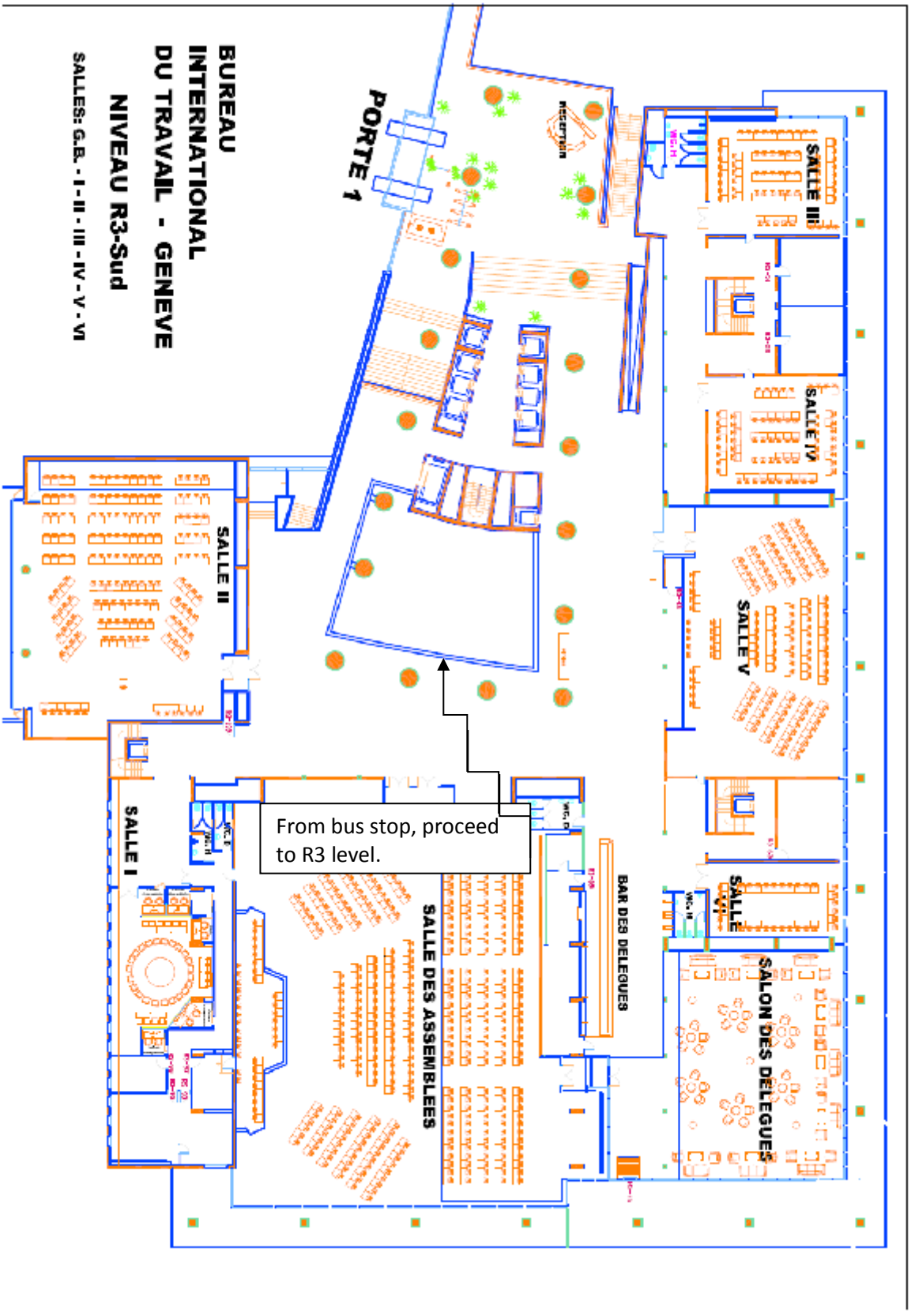
Bus and tram routes
Plan des lignes d'autobus et de tramway
Plano de las líneas de autobús y tranvía



Road access map **Plan d'accès routier** **Plano de acceso**




SOUTH
LEVEL R2
NORTH
LIBRARY
CYBERCAFE
XI
X
IX
VII
TRAVEL AGENCY
LIFTS
TOILETS
PERSONNEL
COLONNADES
Door 4
CAR PARK P1
Door 5
RESTAURANT / CAFETERIA
POST OFFICE
ACCES TO PAVILLON VIA P2


BUREAU
INTERNATIONAL
DU TRAVAIL - GENEVE
NIVEAU R3-Sud
SALLES: G.B. - I - II - III - IV - V - VI
PORTE 1
SALLE I
SALLE II
SALLE III
SALLE IV
SALLE V
SALLE VI
SALLE DES ASSEMBLEES
BAR DES DELEGUES
SALON DES DELEGUES
From bus stop, proceed to R3 level.