

## Talk Talk (Ireland)



<b>Reference</b>	EGF/2012/002 IE/Talk Talk
<b>Member State</b>	Ireland
<b>Sector</b>	Provision of broadband services
<b>Submitted to European Commission</b>	29 February 2012
<b>Total budget planned</b>	€5 392 765
<b>EGF contribution</b>	€2 696 382
<b>Intervention criterion</b>	Trade related globalisation
<b>Period of reference</b>	7 September 2011 to 7 January 2012
<b>Redundancies during period of reference</b>	586
<b>Active employment measures</b>	To be provided for 432 workers and include: <ul style="list-style-type: none"> <li>-- guidance and career planning,</li> <li>-- training programmes,</li> <li>-- further and higher education courses,</li> <li>-- training grant,</li> <li>-- enterprise / self-employment supports,</li> <li>-- training, education and enterprise allowances,</li> <li>-- course expenses contribution.</li> </ul>

### BACKGROUND

- Talk Talk was a customer service centre based in the city of Waterford, and one of 24 service centres operated worldwide by the rapidly growing Talk Talk company.
- In 2011, the company rationalised its call centre operations and reduced the number of centres to 13 worldwide, deciding to work with three chosen outsourcers in India, the Philippines and South Africa, and retaining only some specialist activities in the UK. As a result, the operation in Waterford was entirely closed and 80 % of Talk Talk volumes are now estimated by the company to be handled outside the EU.
- Apart from the entire staff of Talk Talk Ireland, the application also covers 19 further redundancies in three affected suppliers.
- Most of the redundant workers are young, with 74 % of them between the ages of 20 and 35, and a median age of 26.
- The South-East of Ireland, where Waterford is located, suffered from an 18.2 % unemployment rate in 2011, the highest in the country (national average 14.3 %).