

Ministry of Employment and Labor (MOEL):

Emergency Support of KRW 20 million for Call Center Working Environment Improvement

- Run parallel with Call center general inspection (Mar 13~18), Enhancing effectiveness -
- Request for active cooperation of original government bodies like public institution, financial institution etc.
- ♦ MOEL (Minister Jae-gap Lee) has informed that "Call center business prevention guideline has been prepared in order to prevent cluster infection of COVID-19 and general inspection is in progress, in parallel with this will support necessary expense to improve call center working environment."
- ♦ Support target, Support contents, Support expense, and procedure are as follows.
 - (Support target) Call centers with less than 50 full-time workers, nationally 1,100 centers are relevant.
*Small and medium size call centers have an easy environment for cluster infection, however the conditions for improvement are insufficient.
 - (Support contents) ①Partition installation expense to prevent droplet infection, ②Air purifier and contactless thermometer purchase expense, ③Hand sanitizer and mask purchase expense for prevention
 - (Support expense) 70% of expenses required for call center improvement, with limit up to KRW 20 mil.
 - (Support procedure) Business owner in need of call center improvement expense support should apply for expense support through Korea Occupational Safety and Health Agency and could receive their support upon the agency's review and confirmation.
- ♦ In parallel with this, each local employment & labor agency plan to hold meeting with call center and call center agencies and request original agencies to improve working environment improvement such as home office and shift rotating system vitalization and partition installation, etc.
- ♦ Local employment & labor agency is currently undergoing call center general inspection (Mar 13~18), managing implementation of COVID-19 prevention guideline, promoting expense support to less than 50 workers small and medium sized call centers.

* Plan to inspect according to business size

▲(Less than 10: 840 centers): Guideline, self-checking chart

▲(10~Less than 50: 256 centers): Visit site for inspection of following guidelines

- ▲(More than 50: 262 centers): Designate an exclusive personnel, site inspection and weekly monitoring
- ◆ Minister of MOEL Jae-gap Lee “It is important concerned departments to actively guide and support call center environment improvement for industries that utilize call center a lot such as Finance, telecommunication and home shopping, etc.”
 - “We hope that expense support for site inspection and facility improvement help COVID-19 prevention for call center employees and spread prevention.”