



The Scottish Parliament
Pàrlamaid na h-Alba

Richard Leonard
MSP for Central Scotland

Lutz Schuler
Chief Executive
Virgin Media Ltd
Griffin House
161 Hammersmith Road
Hammersmith
London W6 8BS

Email: Lutz.schuler@virginmedia.co.uk

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Dear Mr Schuler

Re: Virgin Media Call Centre – Sitel Call Centre Eurocentral

I understand Virgin Media are keeping their call centre at Eurocentral, Lanarkshire open during the current Coronavirus crisis.

Whilst I accept that telecoms staff have been classed as key workers and customers will require support with billing, broadband, telephone, television and technical support, I also understand that sales advisors are being asked to attend their place of work. Although I appreciate that demand for packages to be reconfigured will be high at this time, can I ask what consideration has been given to ensuring that this can be done in ways other than requiring staff to attend their place of work during this critical period? For example it would be helpful to understand if home working is under active consideration and, if so, when it is likely to be implemented?

Of particular concern are reports that, aside from posters being put up encouraging staff to wash their hands, no other measures have been taken in regard to social distancing. This is contrary to guidance and I would respectfully request that you address this as a matter of the utmost urgency. In addition staff are expected to 'hot desk', sharing keyboards, phones and stationery with little or no cleaning during changeovers. Staff have not been provided with any personal protective equipment such as masks, gloves or even hand sanitiser.

Can I therefore request that you give urgent consideration as to the necessity of the Contact Centre remaining open on the grounds of public health? I would be grateful if you might be able to provide an explanation as to why it is necessary and what steps you have and will take to protect the health of your workforce.

Yours sincerely

Richard Leonard
MSP for Central Scotland

Richard Leonard MSP
richard.leonard.msp@parliament.scot

Unit 32, Coatbridge Business Centre, Main Street, Coatbridge, ML5 3RB
Tel: 01236 423555