

Almaviva



Reference	EGF/2017/004 IT Almaviva
Member State	Italy
Sector	Call-centres
Submitted to European Commission	9 May 2017
Total expenditure	€1 354 448,97
EGF contribution	€812 669,38
Intervention criterion	Article 4(1)(a) Regulation (EU) No 1309/2013
Period of implementation	9 March 2017 to 9 May 2019
Redundancies during reference period	1 610
Active employment measures	<p>Provided for 1 423 redundant workers and include:</p> <ul style="list-style-type: none"> - Individual orientation, - Job opportunities search, - A variety of trainings, - Reemployment voucher, - Promotion of entrepreneurship and support for business start up - Contribution to commuting expenses and reimbursement of the expenses for carers of dependent persons

LESSONS LEARNT / GOOD PRACTICES

- At the end of the implementation period (9 May 2019), 563 workers had found a job; 540 as employees and 23 as self-employed persons. Still, 860 assisted workers were unemployed. Of those workers who found a job as employees, 31% did it in the same sector (call centres), while the new jobs were administrative for the majority of the remaining workers.
- Twelve months after the submission of the final report (i.e. in November 2020), the employment situation improved and half of the workers who participated in the measures were back to employment (693 employees and 25 self-employed). This increase in numbers of workers reemployed happened while the impact of the corona pandemic was already felt in the economy and the labour market.
- The managing authority drew several practical conclusions from the difficulties encountered. One of them was that the consultation with stakeholders and institutions will need to be improved in order to define the measures. Employees' involvement in the programming phase must be considered more closely, not least in order to foster a climate of greater confidence in the effectiveness of the proposed measure.
- The managing authority considers an added value that the various actors involved accompanied and supported the dismissed workers with professionalism throughout the entire process and will apply the same approach to future interventions.