



contact centre nova scotia

I write in response to Roger Taylor's article **Payroll Rebates Under Scrutiny**. There seems to be a great deal of coverage and discussion around the province's use of payroll rebates of late and I am wondering why no one has asked the companies who have been recipients of these rebates how significant the rebates are to their businesses. More specifically, how many companies have continued to operate in Nova Scotia long after the rebate has expired?

In particular, the contact centre companies that belong to our association are increasingly concerned that every time there is negative news of late it finds fault with our industry. While the recent decision by Convergys to close its Truro location is unfortunate, it does not adequately lead to the conclusion that all contact centres leave once government funding is exhausted. There are over 30 plus companies operating nearly 50 contact centres across the province. Many of them did receive payroll rebates in the early stages of their operations and it is not accurate to conclude that all these businesses disappear once the rebate expires. Convergys in particular has been doing business in the Dartmouth location for over 12 years now and their payroll rebate funding has long since expired. Yet they continue to operate very successfully.

Other jurisdictions are offering incentives to attract contact centres across Canada and the United States. So whether it is the payroll rebate or another tool, Nova Scotia will need to remain competitive if the province hopes to stay in the game. Our industry was many years in the making here in Nova Scotia and represents significant employment and payroll around the province. In some communities, the contact centres have provided an alternative form of employment when traditional sources of work disappeared. This is something not to be ignored or sidelined just because it is easy to lay blame. Our industry, like any other competitive business, does have its ups and downs. It also provides jobs to a significant number of Nova Scotians and is not planning to go anywhere anytime soon.

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