



FEDERACION DE SERVICIOS



THE IV AGREEMENT HAS BEEN SIGNED

COMFIA-CCOO & FES-UGT HAVE SIGNED THE IV TELEMARKETING AGREEMENT, FROM NOW ON IT WILL BE NAMED CONTACT CENTER

Alter the signing of the pre-agreement (the last 22nd November), today 5th December the majority Union Trades, COMFIA-CCOO & FES-UGT, have signed the Collective Agreement that will be the framework law for the next three years.

The collective agreement was influenced by the delocalization since the beginning of the negotiations, but despite this fact, it **gives solutions to build a sector with more valuable services and includes pay increases over the IPC (Retail Price Index).**

The signers of the agreement know that **with the hiring of an independent consultant** (chosen between the owner's organization and the union trades) we will lay the foundations to new professional categories and the corresponding training. The hiring of **this consultant is a very important part** of this agreement, because **this way** and not with the conflict without objectives, we will be able to guarantee the high added value that necessarily **it will have to be reflected in the worker's retribution.**

In this agreement there are **two new categories: Trainer and Quality Agent.** Up to now, there wasn't any recognition to the workers that developed that categories. The **payment** to these categories will be **the same as the one of the team leader.**

The ley de igualdad (The Equality Law) is **also included** in this agreement, a very important issue in our sector as 75% of the workers are women. Some of the improvements included: **accumulations**, chosen by the mother, of the lactation hour in **15 days**; social protection **measures to women suffering gender violence**; **classification** of harassment for gender reason as **very serious misdemeanours.**

In relation with the **Paid Leave**, it includes the surgical operation without hospitalization that requires **staying at home**: the current Law recognises two days of Paid Leave, **with the new agreement it will be increased to 3 days.** Also in this part we have included an improvement because **in the case of staying at home as in the case of an hospitalization** the right to enjoy **the 3 days of paid leave can be enjoyed within the first 10 days.**

In this agreement **we have also settled the average payment of bonus in holidays** for all the sector companies as we have included in the agreement **a formula to calculate this payment** that will be a **unique payment** in the **january payslip of every year (retroactively).**

About the Payment Increase, we keep on guarantee the purchasing power of everybody for the year 2007, as well as an increase of 0,25 points over the purchasing power for the years 2008 and 2009, figures that shouldn't be disdained taking into account that the last information about the year-on-year average inflation is the 4,1%.

We inform you that according to the stadistical figures of the Ministerio de Trabajo (Ministry of Labour and Social Affairs) the average of payment increases in the agreement is a 2,88%.

For 2007: Real IPC retroactively from the 1st of January of 2007. Remember that the last official information of IPC is 4,1%. As we won't know the definitive 2007 IPC until some days after the beginning of 2008, **we will receive within the first 10 days of January 2008, a payment of an increase of 3%** and the rest with the February payslip. The arrears will be:

- Call Center Operator: 356,78 euros
- Specialist Operator: 373,14 euros
- Telephone Manager: 394,61 euros
- Team Leader: 408,92 euros

For 2008: over the amount of 2007, already increased with the real IPC of that year, we must add a **2,25% (2% is the predicted IPC + 0,25%)** with **overhaul** clause in case the real IPC for 2008 will be over the 2% predicted.

For 2009: over the amount of 2008, already increased with the real IPC of that year, we must add a **2,25% (2% is the predicted IPC + 0,25%)** with **overhaul** clause in case the real IPC for 2009 will be over the 2% predicted.

From Fes-UGT and Comfia-CCOO, we value the signing of this agreement as something positive and we know this means our confrontation with the interested demagogy of other union trades that give preferences to their electoral interests over maintaining the employment and guarantee the purchasing power of the workers.

December 5th 2007