



PRELIMINARY AGREEMENT IN THE CONTACT CENTER

CCOO & UGT have reached a preliminary agreement for a new CBA, that includes increasing the sectorial salary base up to 16.059€ in 2024(+14,71%) agreeing salary increases that could reach a 18,19% in 5 years (2022-2026), guaranteeing that 80% of the workforce will have a full time contract, that at least the 30% will work 39h/week and only up to 30% less than 30h. Moreover, this preliminary agreement includes the regulation of the remote work economical compensation and several guarantees in case of surrogacy.

29th November 2022

SALARY:

2022-2024: 10,34% increase.

**2022-2026:
Up to 18,19% based on CPI
(consumer's price index)**

**Sectorial salary base: 2022-
2024: 14,71% increase**

- 2022: 3,5%
- 2023: 3,5%
- 2024: 3%
- 2025: Real CPI for 2024 (minimum 1% and maximum 3,5%)
- 2026: Real CPI for 2025 + 0,5% (minimum 1% and maximum 3,5%)
- Disappearance of levels 11 and 12 since 1/1/2024
- The salary increases planned for 2022-2024 + the disappearance of those levels will increase the sectorial salary base from 14.000 to 16.059 euros in 2024 - which is the salary of a specialist telemarketer (an increase of the 14.71%)

JOB QUALITY:

**80% of fix-term
contracts**

**Minimum 30% of full
time contracts (39
hours/week)**

**Maximum 30% of
contracts below 30H**

**Consolidation of
workday extensions**

**Regulation of fixed-
discontinuous contracts**

- **Guarantee of employment stability in the sector:**
As of 31/12/2023, all companies must have a minimum of 80% regular fix term contracts. Maximum 20% rest (ETTs, direct temporary and fixed disc.).
- **Hiring regulation based on the Labour Reform:**
 - Maximum duration of eventual contracts due to productive circumstances: 9 months
 - Subcontracted fixed- discontinuous: Maximum period of inactivity of 3-6 months, depending on the length of the previous continued active period
- **Concrete measures for reverting part-time contracts:**
From 1/1/24, all the companies must have at least 30% of their workforce hired on full time basis (39 hours). A maximum of 30% may be hired less than 30 hours per week.

SURROGACY:

Guarantees as per art. 44 ET and mandatory physical work centre in the province.

- Surrogacy guarantees based on art. 44 ET, adapted with a definition of the affected group.
- If the new company does not have a physical centre in the province:
 - Subrogated staff will be integrated in SS Quote Code in the same province until there is a physical centre.
 - Commitment of a physical working centre in a maximum of 9 months.

REMOTE WORK:

Up to 30% of the workforce working fully remotely.

No limits: Hybrid work model with minimum 9 presential days per quarter.

1,18€ day (0,93€ <30H)

Regulation & guarantees

- Full remote work: Maximum 30% of the workforce.
- Hybrid work model: No workforce limits.
Minimum presence at the work centre: **9 days per quarter** (minimum 2 days/ month)
- Economical compensation:
1,18€/day for full time employees >30H, 0,93€/days for contracts <30H
- Information rights of the employee's legal representation.
- Reversibility right to 100% presential work. 20 days of notice.
- Development of regulation for other aspects

A FIRST ASSESSMENT OF THE PRE-AGREEMENT REACHED

In this long negotiation we have been adapting to major changes caused by the socioeconomic and political context of the last three years. However, there have been issues that have remained on the table as clear objectives for both **CCOO** and **UGT**:

- Turn around the contracting model that companies had been degrading over the years, abusing of temporary contracts, ETTs and unjustified part time contracts.
- Put an end to the destruction of employment and the worsening of working conditions in changes of supplier. Surrogacy had to be introduced as a solution.

Both objectives have been achieved for the benefit of thousands of hard-working people.

The great reception that companies have given to remote work but also its misuse has driven both **UGT** and **CCOO** to demand its regulation in an Agreement. Goal also accomplished.

Currently the salary of a specialist telemarketer is €14,550. It is quite a milestone to exceed the €16,000 salary -€16,059- (and the corresponding amount in the rest of the positions) within a year, even more taking into account it has been achieved within a period of great economic uncertainty for companies.

We have adapted and we have acted, yes, with responsibility, work, firmness and alternatives, in the face of the excessive rigidity of the employers association that has led us to several mobilizations and (why not say it) in front of those who have not generated a single labour right in 24 years or signed any of the 7 sectoral agreements, but criticize the advances that are achieved with so much effort by others.

This pre-agreement will have to be ratified in the decision-making bodies of each of our organizations.