



September 29th, 2022

CONTACT CENTER COLLECTIVE AGREEMENT

AN AGREEMENT IS STILL VERY FAR AWAY

At the meeting held today, the employers' association has launched a salary proposal that is still insufficient. In addition to this, it has reiterated its negative to accept subrogation as a solution to the transfer of services between companies.

For the first time in this negotiation, the CEX has made a salary proposal for the entire period of validity of the future Collective Agreement: a salary increase of a 3% for 2022, 2023 and 2024; and from 2025 onwards (during a period to be determined), a rise based in the expected IPC (consumer's price index).

From **CCOO** we have sustained that this proposal not only represents a loss of purchasing power, but also the impossibility of recovering totally or partially the purchasing power already lost.

And although we can understand that the employer's association wants to distribute the salary increase along this period, they must guarantee at some point that this increase will be higher than the IPC.

Regarding the CEX proposal to maintain the article 18 of our current CBA and not taking on subrogation instead, **CCOO** has insisted that this point is a priority since we must guarantee the maintenance of employment in the sector, and that the workforce is not threatened with an ERE or something worse when a company loses a campaign in favour of another one.

On the other hand, the employers' association compromised at the last meeting to assess **CCOO** proposals such as the establishment of a minimum percentage of full-time contracts, or the consolidation of workday extensions. They haven't given us an answer to any of these topics.

Obviously, there cannot be an agreement about our future CBA with this kind of approach, since none of the core topics are resolved yet: hiring, teleworking, salaries, and subrogation.

There has been almost three years since our current CBA expired and the economic situation is bad or very bad for most of the families that live from the Contact Center sector. Meanwhile, the abuse of unwanted part-time shifts continues, teleworking is used by companies as a reward or punishment, and

the consequences of wars between companies are being paid by the workforce.

We cannot leave the workers any longer in this state of uncertainty and instability, we have the responsibility to conclude these negotiations with a new Collective Agreement as soon as possible, but a new CBA that resolves all these issues, and others of lesser relevance, but also important.

The next meetings have been set for October 18th, November 7th and November 22nd.

