



# CONTACT CENTER COLLECTIVE AGREEMENT. Salary increase:

## Employers' association offers a 0,0.

Today, 14th June 2021, we held a new meeting to negotiate the future Contact Center Collective agreement. The main topic discussed was the salary increase. From **CCOO** side, we have requested:

- A 6% salary increase for 2020 and a 3% + the "IPC"(consumer's prices index) increase for the following years, but always guaranteeing that we would be a 6% above the minimum interprofessional salary ("SMI")
- **Special bank holidays:** A 12.50 euros increase in the salary complement for working on a special bank holiday. Extension of the Special bank holidays to the 24th December, 31st December and 5th of January from 2 pm.
- **Incentive Plans / Variable Remuneration:** Obligation to inform, negotiate and monitor the variable remuneration with the Legal Representation of the Employees.
- **Incentive on corporate profits:** 1%. If companies have benefits, they must distribute an amount among their staff.
- **Versatility:** Establish a bonus for agentes working on different services / campaigns, even if is for the same client
- **Language bonus:** One for each language required, including co-official languages in Spain.
- **Responsibility plus:** For employees working on emergency services, energy related companies, banking services (investment department). The amount of this bonus would be set at 150 euros per month.
- **Attendance plus:** Assessing a percentage of non-attendance (5%).
- **Saturdays and Sundays:** Surcharge of 3 euros per hour for working on Saturday and Sunday.
- **Night shift bonus:** Applicable from 9pm to 7am.

**¿What is the employer's association offering?** A 0% salary increase in 2020, yes, a 0% increase and... surprise! another 0% increase for 2021, and they even said to us that this was an increase, with two... zeros.

Their arguments to deny any kind of salary increase are that life is getting hard, the pandemic situation, that they have spent a lot of money on teleworking, that the recent sentence that obliges them to convert a lot of employees to fix term contracts has put them on a difficult situation, and that companies have made enormous efforts to not present EREs, etc. And above all, they argue that they have made many investments, without giving any single data about this.

We can already imagine the employers preparing for today's meeting and suddenly someone saying: "What if we tell them 0% increase for 2020 and 2021?" And another one answering: "Come on, with two zeros, **hold my drink!**"