



Contact Center CBA: THERE IS NO AGREEMENT AND MOBILIZATIONS WILL CONTINUE

The employer's association maintains its proposal and CCOO does not accept it

26th April 2022. In the previous meeting we already announced to the CEX employers' association that their proposal to close our Collective Agreement negotiations is not acceptable for the employees, who are already tired of their continuous delays and their tricks in order to lengthen the negotiation. Therefore, the escalation in demonstrations will continue, in a series of **strikes** announced by **CCOO** and UGT and that will begin on **May 13**.

Today, April 26, we met to give the employers association the opportunity to rethink about their proposal. Unfortunately, this has not been the case and they have not moved an inch in their pretensions:

- They do not accept subrogation when a service (campaign) changes to another company, so **EREs would have to continue to be opened**.
- They do not accept paying teleworking expenses and insist on closing physical centers, leaving the employees "in geographical limbo", who at the same time **could be required to reincorporate to their workplace at any time and anywhere in Spain**.
- They intend to make discontinuous permanent part-time contracts **without a proposal that prevents the abuse** of this type of shift in the sector.
- Their salary update proposal **continues to be of minimums**: 0% increase for 2020, 0.8% for 2021, 2.5% for 2022 and a maximum of 2.5% for the rest of the years, as if inflation were just up to 2.5%.

Therefore, in the meeting held today, in an act of protest both **CCOO** and UGT have announced that we do not see the point in meeting every 15 days and propose to meet at the end of September, unless the employer's associations modifies its proposal. **We can meet whenever they want, if necessary, we can meet even tomorrow again, as long as they come up with a better proposal. WE ARE NOT GOING TO PLAY THEIR GAME.** Unfortunately, other unions have not understood this and have not joined our action. They prefer to talk about the same thing repeatedly, to listen to themselves and always hear the same answers.

Finally, we have set the following meetings for June 28st and September 13th.