## Convenio de Contact Center



## The employer's association breaks the negotiation

The final proposal of the employer's association is unacceptable for CCOO and leads the sector to a new scenario from March 30

March 22, 2022. With the proposal that the companies have presented today at the negotiating table of the CBA, it has become clear that they do not want an agreement with CCOO, as can be seen in the central blocks:

**Recruitment**: They continue betting on the rotation of the workforce by refusing to consider subrogation as a job maintenance system. That is, if a campaign is lost and there is no possibility of relocation, an ERE would have to be initiated.

**Telecommuting**: It is no longer just that they offer less money than before for compensation of expenses (with electricity and gas at historical highs), but that they only accept to regulate it as long as we allow them to close work centers to save costs. This is inadmissible for **CCOO**, since teleworking is reversible for both parties and in practice it means that at any time the company could require attendance at any work center, for example, in another province.

Salary: The proposed salary increase is completely unacceptable. -

2020: 0% (mean CPI was -0.3% and final -0.5%)

2021: 0% (the average CPI was 3.1% and the final one was 6.5%)

2022: 2.5% (current interannual is 7.6%) 2023 onwards: CPI+0.5 capped at 2.5%

The CEX has been installed in a closedness that prevents it from seeing that times have changed. Reality requires an update not only of our working conditions, but of a business model that cannot continue to be supported by the supply of cheap labor, even less so with the changes in the rules of the hiring game that are coming into effective March 30. The competitiveness of the sector cannot be based on "dumping" and "low cost", an auction in which other markets that offer low-quality and low-cost products win, but rather on the quality and specialization of the service, professionalism and decent job.

From CCOO we regret the strategic and irresponsible blindness of CEX, and we will continue working to build a sustainable sector from the collective agreement, but two do not negotiate if one does not want to, so we will continue with the calendar of mobilizations and with other actions that we have available to us.

IT IS OF VITAL IMPORTANCE THAT THE STAFF JOIN THE MOBILIZATION ACTIONS THAT ARE CALLED. WE WILL BE IN CONTINUOUS COMMUNICATION THROUGH THE DELEGATES AND THE DELEGATES OF CCOO IN THE WORK CENTERS.