



## CONTACT CENTER AGREEMENT MEETING A VERY CLOSED MIND EMPLOYERS ASSOCIATION

Today, October 13th, the negotiating table of the Contact Center Agreement had a new meeting, with diverse topics being addressed:

**Temporary incapacity supplement:** From CCOO, we request 100% sick leave coverage as of the first day of leave to prevent economic difficulties when ill and the mental effort of working when sick. On the other hand, absenteeism is the employers association's biggest concern, and they propose to reduce salary even more while on sick leave. We came out strongly against it.

**Sanctions:** They propose to give a serious warning on the one-day unjustified absence. It is currently a minor warning. With this change, they will be able to sanction up to ten days of work and salary. We have argued that an unjustified absence already implies a wage loss, and its usage by the employees is insignificant. Furthermore, the employers association wants the CBA to consider when calls are hung up as a serious warning (up to three months sanction or dismissal). From CCOO, we propose establishing protocols to face controversial calls. Currently, if you are being insulted by a customer, you cannot hang up because you may be fired, not to mention when a call is interrupted by a system failure.

**Working from home expenses because of Covid:** the employers association says that few of this of work is left, that is something already forgotten. They refuse to negotiate further on the topic of compensating us for expenses incurred, such as using personal items for working at home.

**Convert temporary contracts to permanent contracts:** regarding the judge's decision on converting all employees to permanent contracts, the employers association answered that they appealed the case to Tribunal Supremo. However, once again, tribunals are the ones that keep amending the CBA because the employers association is unwilling to negotiate.

There is little effort or will to professionalize the sector and dignify our work. They continue to be short-sighted, and their only priority is to pad the bottom line of the companies that are their customers. They do not care to work towards a conventional, serious, and secure framework that brings the sector to a strong position in the market.

It is clear that there is no will to professionalize the sector and dignify our work. They stick with their short-term vision, penny-pinching to conform to the companies that are customers without committing to a conventional, serious and secure framework that brings the sector to a strong position in the market.

