



Contact
Center

AGREEMENT WITH BUSINESS ASSOCIATION IN ORDER TO APPLY THE MINIMUM SALARY WITHOUT ANY TRAPS

CCOO and UGT have both requested mediation, which has resulted in an agreement.

7th March 2022. On February 23, the increase in the Interprofessional Minimum Wage (SMI) was published in the BOE and both the CCOO and the UGT have taken this issue to mediation, so that the CEX employers commit to apply this increase to the categories that are currently below this amount (levels 11 and 12*).

Contact Center companies are not exactly characterized by applying regulatory changes peacefully, at least ones more than others. Moreover, we know that some companies intend to absorb concepts such as bonuses, incentives, supplements, etc. so that in the end there is no effective salaries increase.

At the proposal of CCOO, the amounts to be received have been specified in the agreement, making it clear that all companies in the sector must pay €14,000 gross base salary to full time employees (and the proportional part for part timers) at levels 11 and 12, and retroactively from January 1st 2022, **without other remuneration concepts being absorbable.**

The other unions present in the mediation (CGT, CIG, ELA and LAB) have also shown favourable to this agreement.

At the negotiating table of the Collective Agreement we will continue to address the salary issues and CCOO we will continue to insist on the fact that the workforce in this sector cannot continue to lose purchasing power at this historic moment of increasing prices.

*Level 11 corresponds to the labor category "Teleoperador/a" while level 12 makes reference to the category "Auxiliar de oficios propios"

We remind you that the mobilizations for a fair collective agreement in the Contact Center continue, joining the 8M Movement with a day of strikes in the sector

Night shift: from 12:00 a.m. to 02:00 a.m.

Morning shift: from 11:00 a.m. to 1:00 p.m.

Afternoon shift: from 6:00 p.m. to 8:00 p.m.



