

# UNION ELECTIONS

## CONTACT CENTER CATALUNYA

(CCOO is consolidated as the first union in the sector)

During the pandemic, union elections could not be held in Contact Center companies. Since January 2022, total or partial elections have been held in 19 companies in Catalonia: Maset; Progedsa; Teyame; Clicc; Papernest; Norton; Intrum; Ilunion; Ilunion CEE; Client to Client; Cat Serveix XXI; Custom; Tiqueteo; Tria; Bosch; Teleperformance; MST Electronics; Transperfect; & ADM.

A total number of **146 delegates** have been elected, of which **86** have been for **CCOO (58%)**. 33 for UGT (22%); 12 for USO (8%); 10 for CGT (6%) and 5 for other unions (4%).

Of those 146 elected delegates there are **90 new delegates**, since in several companies' elections have been held for the first time and in others CCOO has increased its representation. Of those 90 new delegates, **57** belong to **CCOO (63%)**. 13 to UGT (14%). 9 to USO (10%). 6 to CGT (6,6%) and 5 to other minoritarian unions (5,5%).

These results are the product of the good job made the **CCOO** delegates; its affiliates and the workforce, for trusting and supporting the work made by our union.

Both in 2022 and 2023 there are still new elections that **CCOO** is going to face with the same enthusiasm, to continue being the first union in the Contact Center sector.

