



## MEETING WITH THE GENERAL DIRECTORATE OF EMPLOYMENT

**July 29, 2021.** The General Directorate of Employment, a body dependent on the Ministry of Labor, has summoned the Negotiation table of the Contact Center Collective Agreement in order to try to unblock this process, which has been going on for two years already.

From the **CCOO** side we have stated that the companies cannot continue to use the Pandemic as an excuse, since this is a historical strategy maintained in all previous negotiations, and that will allow companies to continue committing abuses in temporary hiring, increase the loss of purchasing power from employees side, worsen the problematic with additional / complementary unpaid hours, etc.

We have also insisted that the employer's association is not willing to reach a sector-wide agreement to pay the expenses derived from remote working and that the negotiations that have taken place at the corporate level have been useless, as most of the companies do not have the intention of paying anything, but honorable exceptions.

In their defense, the employers argue that the situation is critical, that they are not having profitability and that more flexibility is needed (i.e, they need more precarious working hours, contracts, remote working, etc.). This is what they have been telling us for several years with the difference that reality denies all these arguments.

In this regard, the General directorate of Employment has been clear in their presentation: urges both unions and business associations to negotiate, emphasizing at the same time that the temporary contract cannot be the usual contract and that the compensation from the company's side of economic costs generated by remote working is out of discussion. Finally, referring to

the flexibility required by employers, it must be proportionate and justified, so a balanced agreement is reached.

In this sense, The General Directorate of Employment has offered to mediate in the negotiation of our collective agreement to facilitate the interpretation of the new regulations, since the laws that affect us are dictated by the Ministry of Labour.

From **CCOO** we pick up the glove and maintain our commitment to negotiate in good faith, without stopping claiming for a worthy agreement, which includes guarantees of maintaining job positions, salary increases and respect for the rights of the employees in our sector.