

CONFEDERACION GENERAL DEL TRABAJO

Coordinadora Estatal de Telemarketing

Secciones Sindicales de CGT en TeleTech

coordinadora@cgt-telemarketing.es

PRESS RELEASE December 10, 2012

On the 17th of December TeleTech shall give account in the National Courts

Madrid, Monday December 10, 2012

The General Confederation of Labour (CGT) informs that on Monday the 17th of December 17, a trial will be held in the Spanish National Court concerning the impugnation of the labour adjustment plan presented on the 16th of July by TeleTech, which led to the loss of 1,500 jobs. CGT wants to remind that TeleTech in an international corporation listed on the U.S. stock market, which employs forty five thousand workers across the world. This company, which reported on 2011 a revenue of 1,179 million dollars, decided by its own criteria to end their activity in Spain, although keeping their contracts with Costa Rica. Therefore, of the three companies that this holding company had in Spain, the entire staff of two of them were sacked (TeleTech Customer Services Spain, S.L.U and TeleTech Spain At Home Services, S.L.U.), making up for a loss of 1,500 jobs, while at the same time they kept the thousands of workers employed in Costa Rica through TeleTech Global Services Spain, S.L.U.

which bounded them with Vodafone in Spain, therefore putting by their own choice in this situation. Moreover, the company decided to keep their contract with Vodafone in Costa Rica. For CGT it is very clear that there is no reason to justify the redundancies in accordance to Article 51 of the Workers' Statute, since the alleged decrease in the activity, revenues and income are a circumstance caused by the own will of the company's management.

It is important to emphasize that this company reported income for 2011, and that in the consultation period it refused to provide, as it is prescriptive, the contract that bounded them with Vodafone along with the documentation that accredited its termination. CGT considers that in this labour adjustment plan there has been a total lack of good faith by the company during the consultation period and, therefore it should be declared invalid. Furthermore, the plan is aggravated by the fact that an agreement was reached with two other unions (CCOO and UGT), which implied the violation of fundamental rights, since it provides different conditions for

CGT reports that TeleTech decided to unilaterally terminate their contract with Telefónica and, at the same time, not to opt for the renewal of the contract



sacked workers in accordance to their type of contract (specific project or indefinite work contracts) and workplace. Therefore, while workers with a specific project contract working in Madrid perceived a compensation of 35 days per year worked without limit, the compensation for the rest of workers was of 21 days. This discrimination does not respond to any objective cause and violates Article 14 of the Spanish Constitution.

CGT considers that this company, which operates in the telemarketing sector and has become very accustomed to the deregulation of U.S. labour market, reveals in this plan a total disregard for the labour rights that minimally protect the European working class. From CGT we denounce the unscrupulous acts of Teletech, which implied breaking with the preexisting Spanish laws and labour rights in order to obtain the maximum gain in the shortest time possible. Moreover, it is even more painful and regrettable the support given by CCOO and UGT through the agreement of August 14th, which validated this business action.

For all this reasons from CGT we have initiated this proceeding in order to defend workers interests and rights, while, at the same time, another union (CSIF) has also filed a suit against this plan in

the National Courts. CGT will defend during the trial that all dismissals must be declared unlawfull and that TeleTech must be penalized with economic sanctions far more stringent than those paid so far. Due to the impossibility to reinstate workers, and after the end of the company's activities is certified through a judicial declaration, the working relations will be extinguished. In this situation TeleTech would be required to provide greater compensation (of 45 and 33 days), since it would last until the courts declare in individual proceedings the termination of the working relations (something which may take several months), and TeleTech would be obliged to pay for the salaries from the date of dismissal to the date of the legal termination of the employment contracts. In addition, the company would have to reactivate workers in the Social Security, whith their corresponding obligation to pay the relevant contributions.

CGT reports that it will stage a protest in front of the National Courts on December 17 from 08:30 am until the conclusion of the trial in Goya Street number 14, in order to denounce the injustice of this redundancies.

[For more information on this topic please contact Santiago Alonso \(mobile phone 653 10 70 82, the call will be answered in Spanish\)](#)

PRESS RELEASE December 10, 2012



Coordinadora Estatal de Telemarketing