



Many contact center employees have improved their pay, their conditions, and their ability to have some control over their work by forming or joining a union.

You can too!



CONTACT CENTER WEEK OF ACTION

WHY JOIN A UNION?



www.uniglobalunion.org

Two-thirds of all interactions today between companies and their customers take place in contact centers.

The people who provide these services are skilled professionals who deserve good pay, recognition of their skills, and more control over their work.



Unfortunately, too many contact center agents find themselves in dead end jobs with high stress and substandard pay.

Heavy monitoring, tightly controlled schedules and break times, and intense performance pressure have in many contact centers contributed to not only high levels of employee stress and anxiety, but physical injuries such as neck and back pain as well.

Not surprisingly, the work of a contact center agent is considered one of the ten most stressful jobs in the world!

The increased use of part-time employment and work through temporary work agencies is also pushing salaries down and increase job insecurity.

This is why contact centers are often called the 'sweatshops of the information economy'.

BUT – it doesn't have to be this way. There is something you can do about it!

By joining a union you can improve your conditions at the workplace. With a union you can have a voice at work and ensure that you and your co-workers are treated fairly and with respect.

Contact center employees from around the world are joining unions to change the rules of the game. Those who have already unionized have this to say about their unions:

"After joining a union, our voices get heard; we are no longer invisible."

Javie Amador and Angela Velazco, Atento contact center in Colombia. Members of the UTRACLARO union



"The union fights for our rights, for better pay, and for improved working conditions, making sure we can enjoy our time at work."

Suresh Mishra, FirstSource (Eircom) contact center in Ireland. Member of the CWU union



"There are so many times when it's helped us to have a union. Recently we worked to get accommodation for someone who was pregnant and not well. Our collective agreement made sure she could arrange her life around the new assignment."

Brody Darough-Hardekopf, Insurance Corporation of British Columbia contact center in Canada. Member of the COPE union



"After joining the union, both my personal and professional life have improved a lot. Today, I feel more useful and valued. Many things at work got better once we organized."

Tereza Cacote, TEL Telecomunicaciones (Telefónica) contact center in Brazil. Member of the Sintetel union



"Contact centres treat their agents as if they were little more than machines that can be switched on and off according to their needs. Trade unions are needed now more than ever to remind employers of the rules and, most importantly, of the fact that they are dealing with human beings who should be treated as such."

Youssef, IPG contact center in Belgium. Member of the CNE union

"I like the sense of security being a member of a union gives me."

Ciara Clarke, AIB contact center in Ireland. Member of the IBOA union

"Working full time in a contact centre and juggling child care can be very difficult – even more so if your employer will only give unpaid time off for child care issues. My work place has a well organised union which helps us deal with issues like this and any other issues that may come up. If the union wasn't in my workplace managing child care, it would be impossible to achieve work-life balance."

Chantelle McNally, Capita (O2 Contract) contact center in the UK. Member of the CWU union

"We are all a community and being in the union means we have a voice."

Mary Ajibode, HCL contact center in Ireland. Member of the CWU union