

**Question for written answer E-004872/2017
to the Commission**
Rule 130
Tania González Peñas (GUE/NGL)

Subject: Transfer of contact centres' operations and insecure working conditions

In response to a question tabled in November 2016 regarding the continuing decline of working conditions in the *contact centre* sector owing to abuse of the regulations governing the transfer of operations between sub-contractors and large companies, Commissioner Thyssen declared that she would contact the Spanish authorities to obtain information.

If she has obtained information, could she compare it with cases such as that of TransCom WorldWide Spain, which has recently launched a collective redundancy process affecting almost 300 workers from a Santander Bank customer service telephone helpline? It is passing on the service to another three sub-contractors. It is not a transfer of business, but it is a transfer of operations. The 'facilities' granted by the Spanish labour reforms make it possible, among other negatives, to lower salaries and do away with length of service and corresponding pay for workers who continue to carry out the same tasks for the new sub-contractors – if they secure the job again; in this case, up to 20 years of service.

1. Has the Commissioner received a response from the Spanish Government? What was it?
2. Does the Commission applaud increased competitiveness even when it is achieved through employment which is constantly deteriorating and likely to be temporary?