

**Question for written answer E-000621/2024
to the Commission**

Rule 138

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Subject: The rights of workers in call centres

Thousands of migrant workers, together with their Greek colleagues and their colleagues from EU countries, employed at the large international business call centre giants (with activities in Greece, such as Teleperformance, Webhelp, TTEC and Foundever) are currently taking mass strike action.

Many of these workers come from 'third countries' (outside the EU) and are subject to the unacceptable residence permit scheme 'for special purpose workers'. In practice, this means that they are forced to accept anything that the employer asks for, for fear of losing their jobs and being deported, since their right to stay in the country depends on whether or not they have a job. With the new Migration Code, which serves the EU's barbaric policy on refugees and migrants, such permits are being abolished and replaced with the even more unacceptable and dysfunctional hiring scheme, namely the exploitation of workers from third countries who do not have residence permits.

1. How does the Commission view the fact that the EU's policy creates all these unacceptable conditions for seeking a cheap workforce without rights, so that capital can make profits through 'legal migration channels'?
2. What is the Commission's position on the need for migrants' continued residence in an EU Member State not to depend on whether or not they are laid off by their employer? How does it view the idea of migrants having stable jobs with full employment insurance rights and universal health care coverage?

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