



April 3, 2020

International Petition Campaign: Coronavirus: Our lives are worth more than their profits!

Dear Representatives of the UGTT, UMT, Sud-Solidaires, CGT (Spain), SYNTIC (Cameroon), CSC-CNE (Belgium), STCC (Portugal):

We salute the brave efforts of trade unionists in your countries to fight for occupational safety and health measures for call center workers around the world.

It is unacceptable that European and U.S. multinational corporations that subcontract their customer service to firms in your countries do not prioritize the basic health and safety measures which we all know are critical to reducing the spread of COVID-19 and saving lives, including the following:

- The continual provision of hydro-alcoholic gel, soap and disinfectant wipes to all call center workers
- Strict social-distancing measures between workers, implying a reduction of staff per workspace
- Regular cleaning to disinfect work stations and headsets between shifts
- Provision of personal protective equipment to all workers
- Teleworking where possible
- Evacuation of workplaces where workers have tested positive for COVID-19, followed by disinfection
- Closure of all worksites that are not essential and which do not meet these basic requirements

We reaffirm the right of all call center workers to the right to union representation at this critical time and stand against employers taking advantage of the pandemic to dismiss workers who speak up for their rights and demand that employers respect the value of human life.

It is not acceptable that call center workers—most of them women, and among them marginalized migrant or disabled workers—are forced live in fear of becoming infected in the workplace in your countries.

We also enclose our logo for you to add to the international online petition.

In Solidarity,

Your Brothers and Sisters from the AFL-CIO and CWA