



A victory that calls for more !

Tunis le 21/06/2023

On June 8, the Nazareth Arab Workers' Union and the Telecom company, which runs telephone and Internet customer service centers in Haifa, reached an agreement in a struggle that began a year ago. The 140 workers at the Nazareth call centers have won retroactive payment of their pension benefits, as well as a bonus of NIS 1,000 (€300) per year worked. This is one of the most important victories for the working class in call centers.

The company's management accepted the employees' demands only after threatening to declare a conflict and announce a strike, despite the fact that non-payment of pension benefits is a criminal offence. As for the granting of financial bonuses to workers, this had previously been granted only to administrative employees, ignoring the 140 workers, who spend 10 hours a day under psychological pressure, answering customer calls.

On the occasion of the second congress of the UGTT information technology and services federation, our federations offer their full support to the comrades of the Nazareth Arab Workers' Union. This victory is an example for all oppressed and invisible workers around the world.



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