

Plataporma para sa Call Center Workers

PM's Platform for Call Center Employees

- Stop contractualization of call center agents for denying security of tenure means denying benefits, entitlements, dignity and stability that are due employees.
- Provide health insurance that is on top of the mandatory PhilHealth membership and guarantees wider coverage and better benefits especially on call center-specific health concerns and afflictions.
- Elect employee representatives that are mandated to negotiate with management on grievances and complaints regarding working conditions, terms of employment, employee benefits and work load including fixing of quotas, metrics and performance indexes.
- Set up industry-wide standards for wages, benefits and entitlements that must be well above the minimum mandated by law and commensurate to the profitable dollar-earning nature of the call center industry.
- Exempt from withholding taxes and social security contributions those workers and employees earning below the present cost of living of P1,000 per day or P26,000 a month.