



International Network of Call Centers

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TUNIS CALL

In times of economic crisis, already weakened populations are the first to be exposed to the effects of austerity policies. In these populations, we find youth, migrants, and women. Women sometimes combine these three features. Therefore, they are especially impacted.

In Europe and around the world, government policies ignore the two-sided gender effects of the economic crisis. These effects are strengthening this situation, thus aggravating an already uneven employment context.

According to our bosses, call centers are exemplary regarding gender professional equality!

Call centers have a majority of women, even if the crisis tends to balance the numbers.

However, this women's predominance takes multiple forms :

- Women are the majority amongst the part-time employees, as it's usually women that give away their professional career to take care of family duties. Women are the main employees in most of the trades where part-time employment is coerced (*cash registry, sales, cleaning, personal services...*). The same remark applies to trades with high segmentation of timework.
- Women are the majority to take and make calls, but when we climb the chain of command, men outnumber women. There are 65% of female call center agents, for only 50% of female managers ... and very few amongst CEOs.
- Women are the majority of low-wages! In our field, wage gaps between women and men are limited, especially at the bottom of the corporate ladder. Mostly, that's because our salary rarely goes up the minimum wages. On the other hand, if we look at the ranking of the biggest wages, we find 70% of men...
- Women are a majority to work part-time, while most of them are wishing for a full-time employment.
- Women are the majority in underpaid jobs, with bad

working conditions: extended schedules, flexibility, unrecognized qualifications, few career prospects, and so on.

This statement comes true to our field, but it also applies itself to almost every trade...

Created in 2000, the World March of Women is an international movement gathering organizations, trade unions, and feminists associations around the world. It acts to eradicate the roots of poverty and violence towards women. It declares « *Until all women are free we shall march* ».

After 2000, 2005 and 2010, 2015 will be the 4th world march of women. It started on march 8th, international day of struggle for women's rights. It will end by an international gathering in Lisbonne, Portugal, on October 17th. Step after step, women rally together, in the diversity of their experiences and their cultures. They rally to a common goal: stating the inequalities and prejudices they suffer daily, stating their struggles and their claim for a world based on peace, justice, equality, freedom and solidarity, for a world rid of patriarchal domination !

North and South, women's right a threatened, even questioned. Capitalist crisis aggravates job insecurity, unemployment, and the privatization of public services, which primarily affects women. At the same time, states' powers and religious fundamentalism try to enforce their patriarchal choices towards women, to send them back to the home and to reproduction.

In the current financial and economic world crisis, the States are subordinated to the interests of financial capital and multinational corporations. Refusing any redistribution of wealth, they give away their populations to rescue financial markets. Economic leaders of the world (*World Bank, European Central Bank and International Monetary Fund*) have shown no concrete action that could give hope for a change of course. In this situation, poverty and violence towards women issues are on the rise. Such violence is especially

severe during military conflicts, which number is growing.

Women worldwide suffer head-on the consequences of this crisis. Struggle-acquired rights are now threatened. In the workplace, equality is not met: wage gap, coerced part-time, underpaid jobs and precariousness... Women are more unemployed. Within the family, children care and housework remain little shared.

Let's join our steps to the march

Let's march together to gain new rights that will take everybody forward :

- The opportunity for every part-time worker to pass full-time if he or she wishes it.
- A preferential recruitment for women in sectors where they are under-represented, especially

amongst business executives and technical jobs.

- The consideration of all maternity leaves and parental leaves in the calculation of advancement and retirement.
- The setup of comparison methods of jobs, which will allow to recognize the skills of all the jobs where women have been traditionally concentrated, which is not the case today.
- More binding measures for the companies and the public services to end professional inequality between men and women.
- The development of childcare public services close to homes, to day nurseries and to local services.
- Taking into account bathroom needs in the work-time.
- Including family duties in the production schedules.

Without workers awareness and mobilization, equality between men and women will remain stuck !

That's why CNE-CSC (Belgium), CGT-FSE and SUD PTT (France), UGTT (Tunisia), UGTM and UMT (Morocco) commits together for the rights of women, against the inequalities in the workplace and more generally against discriminations and violence towards women.

