



RESOLUTIONS FOR UNION LABEL COMMITTEE

RESOLUTION NO. 19

CALL CENTER OFFSHORING AND OUTSOURCING

WHEREAS, large corporations increasingly outsource and offshore union call center jobs and those customer service representatives face a global race to the bottom in which companies vigorously compete with each other by locating their customer service operations wherever they can find the lowest wages and fewest worker protections, and

WHEREAS, AT&T eliminated 12,000 call center jobs since 2011 sending many to overseas vendors and Verizon continues to use a global network of vendors, union members at Verizon captured the hearts of people across the world when they mobilized to prevent the closure of call centers and brought 1,300 jobs back following their historic strike in 2016, as well as union members at AT&T who fought back against greedy corporate demands and as a result gained additional call center positions through collective bargaining in the Southwest, and

WHEREAS, the labor movement recognizes and commends employers like American Airlines that have committed to keep the vast majority of their customer service work in the U.S. and at union call centers, and

WHEREAS, the network of global call center vendors depends on weak labor laws and low wages, like in the Philippines where more than one million people work in the so-called “business process outsourcing” sector, often earn less than \$2 per hour and face severe retaliation, firing, and blacklisting when they speak out and seek to organize, and

WHEREAS, many low-wage call center vendors are in the United States, like Global call center giant Teleperformance who employs 33,000 people in the U.S., one of its largest markets, where workers face intense stress, there is very high turnover, and they are not family-supporting jobs with a future, and

WHEREAS, the corporate trend to save money by using low-wage vendors to provide customer service is short-sighted, as indicated by privacy breaches and high rates of consumer/customer dissatisfaction, companies take serious risks when they fail to invest in good jobs for their customer service workforce, and

WHEREAS, according to the U.S. Department of Labor, the “customer service representative” occupation is a fast growing job, increasing by more than 20 percent over the past 10 years, while jobs are leaving the U.S., and companies clearly see the value of a U.S.-based workforce for the vital role of customer interaction, and

THEREFORE, BE IT RESOLVED, that the delegates to the Pennsylvania AFL-CIO 43rd Constitutional Convention strongly support efforts to strengthen existing union job protections and prevent employers from shifting an increasing share of customer service work to low-wage vendors, and

THEREFORE, BE IT FURTHER RESOLVED, that the delegates to the Pennsylvania AFL-CIO 43rd Constitutional Convention strongly support the Pennsylvania AFL-CIO to limit the offshoring of call center jobs through legislation at the state level that incentivizes corporations to maintain U.S.-based jobs, and

THEREFORE, BE IT FINALLY RESOLVED, that the delegates to the Pennsylvania AFL-CIO 43rd Constitutional Convention recognize their vested interest in the benefit of supporting all union organizing campaigns in the call center sector to further build on and strengthen their collective political power.

Submitted by: CWA LOCAL13000

Referred to: Union Label Committee

Committee Action:

Convention Action:

RESOLUTION NO. 29

BUY AMERICAN AND SUPPORT SHOP UNION PROGRAMS AND UNION INDUSTRIES

WHEREAS, it is the practice of the Labor Movement to reward its friends and punish its enemies; and

WHEREAS, the Pennsylvania AFL-CIO is on record encouraging the Citizens of our Country to buy “Union Made” products; and

WHEREAS, the service, retail and wholesale industries employ hundreds of thousands of Union Members;

WHEREAS, the food processing and protein industries in Pennsylvania employ thousands of union members;

WHEREAS, the manufacturing industries, while experiencing seriously declining numbers, still have millions of union members producing quality products, then

THEREFORE, BE IT RESOLVED, that this Convention again urge their affiliates and members to Shop Union, Buy American, purchase union made foods & products and support Union Industries wherever possible; and

THEREFORE, BE IT FURTHER RESOLVED, That Local Unions with Jurisdiction in these fields make available lists of such establishments for distribution by the Pennsylvania AFL-CIO, its affiliated unions and the National AFL-CIO.

Submitted by: UFCW LOCAL 1776
Referred to: Union Label Committee
Committee Action:
Convention Action: