

Verbale di Esame Congiunto

Roma 4 novembre 2022

tra

Telecontact Center S.p.A.

e

SLC-CGIL, FISTel-CISL, UILCOM-UIL, UGL-Telecomunicazioni
unitamente alle RSU Telecontact Center S.p.A. di Roma, Catanzaro e Caltanissetta

Premesso che:

- in ambito Consumer è necessario procedere ad una riorganizzazione dei moduli e delle attività a seguito delle avvenute molteplici movimentazioni del personale tutt'ora in corso;
- conseguentemente, l'Azienda ha illustrato i correlati e necessari adeguamenti delle turnazioni al fine di assicurare il migliore e più tempestivo allineamento con i volumi del traffico da gestire;
- al fine di compiere l'esame congiunto previsto dall'art. 26 del vigente CCNL per il personale dipendente da imprese esercenti servizi di telecomunicazione, le Parti hanno effettuato le analisi propedeutiche all'avvio della nuova turnistica, da applicare per i lavoratori che operano in ambito Consumer.

Si conviene quanto segue

1. a decorrere dal 14 novembre 2022 i lavoratori del Canale Consumer garantiranno un presidio di servizio, individuato dall'Azienda, lunedì-domenica 08:00-20:00 comprese le FI, secondo le matrici dei turni allegate che costituiscono parte integrante del presente accordo;

2. relativamente alle giornate di FI, l'Azienda comunicherà alle RSU del *site* interessato le % di presidio necessario;
3. il personale di coordinamento dei moduli garantirà una presenza articolata in modo tale da coprire l'arco di presidio dei rispettivi ambiti organizzativi;
4. si conferma che per tutto il personale turnista nelle giornate di sabato, domenica e FI (cd. turni con priorità agile) opereranno in modalità Agile.

Letto, confermato e sottoscritto.

per Telecontact Center S.p.A.

per SLC-CGIL

per FISTel-CISL

per UILCOM-UIL

per UGL-Telecomunicazioni

per RSU TCC Roma, Catanzaro e Caltanissetta

ROTATIVI FRONT-END

ROTATIVO Part-Time 75% - Unica									
POS	AOC	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1	CL_A	AOC_CL_A1	U1330A	U1330A	U1330A	U1330A	U1330A	LL	Ri
2	CZ_A	AOC_CZ_A8	U0800A	U0800A	U0800A	U0800A	U0800A	LL	Ri
3	CL_A	AOC_CL_A2	U0830A	U0830A	U0830A	LL	Ri	U0830A	U0930A
4	CZ_B	AOC_CZ_B6	U1000A	U1000A	LL	U1100A	U1100A	U1130B	Ri
5	CL_A	AOC_CL_A3	U1330A	U1330A	U1330A	U1330A	U1330A	LL	Ri
6	CZ_B	AOC_CZ_B7	U0930A	U0930A	U0930A	U1200A	U1200A	LL	Ri
7	CL_A	AOC_CL_A4	LL	U0830A	U0830A	U0830A	U0830A	Ri	U0830A
8	CZ_B	AOC_CZ_B8	U1300B	LL	U1300B	U1300B	U1300B	U1230A	Ri
9	CZ_C	AOC_CZ_C6	U0900B	U0900B	U0900B	U0900B	U0900B	LL	Ri
10	RM_A	AOC_RM_A8	U1230A	U1230A	U1230A	U1230A	U1230A	LL	Ri
11	RM_B	AOC_RM_B3	U0900B	U1030A	U1030A	U0900B	U0900B	LL	Ri
12	CZ_A	AOC_CZ_A5	U1330B	U1330B	U1330B	U1330B	U1330B	LL	Ri
13	CZ_C	AOC_CZ_C2	U0900A	U0900A	U0900A	U0900A	U0900A	LL	Ri
14	CZ_A	AOC_CZ_A6	U1300B	U1300B	U1300B	LL	Ri	U1330B	U1330B
15	CZ_C	AOC_CZ_C3	U0930A	U0930A	LL	U0900B	U0900B	U1300B	Ri
16	CZ_A	AOC_CZ_A9	U1000B	U1000B	U1130A	U1130A	U1130A	LL	Ri
17	CZ_C	AOC_CZ_C4	U1300B	U1300B	U1300B	U1300B	U1300B	LL	Ri
18	RM_A	AOC_RM_A2	LL	U0930B	U0930B	U0930B	U0930B	Ri	U1200B
19	CZ_C	AOC_CZ_C9	U0930A	LL	U0930A	U0930A	U0930A	U0930A	Ri
20	RM_A	AOC_RM_A4	U1200B	U1200B	U1200B	U1200B	U1200B	LL	Ri
21	RM_B	AOC_RM_B2	U0830B	U0830B	U0830B	U0830B	U0830B	LL	Ri
22	-	-	U1200A	U1200A	U1300A	U1300A	U1300A	LL	Ri

ROTATIVO Part-Time 50% AM - Unica									
POS	AOC	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1	CZ_C	AOC_CZ_C7	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	Ri
2	CZ_A	AOC_CZ_A1	AM0830A	AM0830A	AM0830A	AM0830A	AM0830A	LL	Ri
3	CZ_C	AOC_CZ_C8	LL	AM0900A	AM0900A	AM0900A	AM0900A	Ri	AM0800A
4	CZ_A	AOC_CZ_A2	LL	AM0830A	AM0830A	AM0830A	AM0830A	AM0830A	Ri
5	CZ_B	AOC_CZ_B1	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	Ri
6	CZ_A	AOC_CZ_A3	AM0900A	AM0900A	AM0900A	AM0900A	AM0900A	LL	Ri
7	CZ_B	AOC_CZ_B2	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	Ri
8	RM_A	AOC_RM_A1	AM0900A	AM0900A	AM0900A	AM0900A	LL	Ri	AM0930A
9	RM_B	AOC_RM_B5	AM0900A	AM0900A	AM0900A	LL	Ri	AM0800B	AM0800B
10	CZ_B	AOC_CZ_B5	AM0900A	AM0900A	AM0900A	LL	AM0930B	AM0900B	Ri
11	RM_B	AOC_RM_B1	AM0830A	AM0830A	AM0830A	AM0830A	AM0830A	LL	Ri
12	RM_A	AOC_RM_A7	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	Ri

ROTATIVO Part-Time 50% PM - Unica									
POS	AOC	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1			PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	Ri
2			PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	Ri
3			PM1500A	PM1500A	PM1500A	LL	Ri	PM1500A	PM1500A
4			PM1500A	PM1500A	LL	PM1500A	PM1500A	PM1500A	Ri
5			PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	Ri
6			PM1600A	PM1600A	PM1600A	PM1600A	PM1600A	LL	Ri
7			LL	PM1500A	PM1500A	PM1500A	PM1500A	Ri	PM1500A
8			PM1530A	LL	PM1530A	PM1530A	PM1530A	PM1530A	Ri
9			PM1600A	PM1600A	PM1600A	PM1600A	PM1600A	LL	Ri
10	RM_A	AOC_RM_A5	PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	Ri
11			PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	Ri
12			PM1600A	PM1600A	PM1600A	PM1600A	PM1600A	LL	Ri
13			PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	Ri
14			PM1530A	PM1530A	PM1530A	LL	Ri	PM1530A	PM1530A
15			PM1500A	PM1500A	LL	PM1500A	PM1500A	PM1500A	Ri
16			PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	Ri
17			PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	Ri
18			LL	PM1600A	PM1600A	PM1600A	PM1600A	Ri	PM1600A
19			PM1500A	LL	PM1500A	PM1500A	PM1500A	PM1500A	Ri
20	CZ_B	AOC_CZ_B4	PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	Ri
21			PM1600A	PM1600A	PM1600A	PM1600A	PM1600A	LL	Ri
22			PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	Ri

ROTATIVI POLO BACKOFFICE

ROTATIVO Part-Time 75% - Polo Backoffice									
POS		Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1	RM_B	RM_B6_75U_MicroA	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
2	CZ_B	CZ_B9_75U_MicroA	U0830A	U0830A	U0830A	U0830A	U0830A	LL	RI
3	RM_B	RM_B6_75U_MicroB	U0930A	U0930A	U0930A	U0930A	LL	U0830A	RI
4	CZ_B	CZ_B9_75U_MicroA	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
5	RM_B	RM_B6_75U_MicroC	U0830A	U0830A	U0830A	U0830A	U0830A	LL	RI
6	-	-	U0900A	U0900A	U0900A	U0900A	U0900A	LL	RI
7	-	-	U1330A	U1330A	U1330A	U1330A	U1330A	LL	RI
8	-	-	U0900A	U0900A	U0900A	U0900A	U0900A	LL	RI

ROTATIVO Part-Time 50% AM - Polo Backoffice									
POS		Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1		RM_B7_50AM_MicroA	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	RI
2		CZ_B9_50AM_MicroA	AM0830A	AM0830A	AM0830A	AM0830A	AM0830A	LL	RI
3		RM_B7_50AM_MicroB	AM0900A	AM0900A	AM0900A	AM0900A	LL	AM0830A	RI
4		CZ_B9_50AM_MicroB	AM0800A	AM0800A	AM0800A	AM0800A	AM0800A	LL	RI
5		RM_B7_50AM_MicroC	AM0830A	AM0830A	AM0830A	AM0830A	AM0830A	LL	RI
6		CZ_B9_50AM_MicroC	AM0900A	AM0900A	AM0900A	AM0900A	AM0900A	LL	RI
7		RM_B7_50AM_MicroD	AM0930A	AM0930A	AM0930A	AM0930A	AM0930A	LL	RI
8			AM0900A	AM0900A	AM0900A	AM0900A	AM0900A	LL	RI

ROTATIVO Part-Time 50% PM - Polo Backoffice									
POS		Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1		RM_B6_50PM_MicroA	PM1500A	PM1500A	PM1500A	PM1500A	PM1500A	LL	RI
2		-	PM1530A	PM1530A	PM1530A	PM1530A	PM1530A	LL	RI

ROTATIVO RM B8 - Polo Backoffice (LUN/VEN)									
POS		Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1		RM_B8_MicroA	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
2			U0830A	U0830A	U0830A	U0830A	U0830A	LL	RI
3		RM_B8_MicroB	U0930A	U0930A	U0930A	U0930A	U0930A	LL	RI
4			U0830A	U0830A	U0830A	U0830A	U0830A	LL	RI
5		RM_B8_MicroC	U0900A	U0900A	U0900A	U0900A	U0900A	LL	RI
6			U0830A	U0830A	U0830A	U0830A	U0830A	LL	RI

ROTATIVO SPV - Polo Backoffice									
POS		Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1		RM_B6	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
2		CZ_B9	FT0830A	FT0830A	FT0830A	FT0830A	FT0830A	LL	RI
3		RM_B7	FT0900A	FT0900A	FT0900A	FT0900A	LL	FT0830A	RI
4		RM_B8	FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI

ROTATIVI SUPERVISOR

ROTATIVO SUPERVISOR - Unica PT75%								
POS	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1	AOC_CL_A1	FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
2	AOC_CZ_A8	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
3	AOC_CL_A2	FT0800A	FT0800A	FT0800A	LL	RI	FT0800A	FT1100A
4	AOC_CZ_B6	FT0900A	FT0900A	LL	FT1000A	FT1000A	FT1030A	RI
5	AOC_CL_A3	FT0830A	FT0830A	FT0830A	FT1100A	FT1100A	LL	RI
6	AOC_CZ_B7	FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
7	AOC_CL_A4	LL	FT0800A	FT0800A	FT0800A	FT0800A	RI	FT0800A
8	AOC_CZ_B8	FT1130A	LL	FT1130A	FT1130A	FT1130A	FT1130A	RI
9	AOC_CZ_C6	FT0830A	FT0830A	FT0830A	FT0830A	FT0830A	LL	RI
10	AOC_RM_A8	FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
11	AOC_RM_B3	FT0830A	FT0930A	FT0930A	FT0830A	FT0830A	LL	RI
12	AOC_CZ_A5	FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
13	AOC_CZ_C2	FT0830A	FT0830A	FT0830A	FT0830A	FT0830A	LL	RI
14	AOC_CZ_A6	FT1130A	FT1130A	FT1130A	LL	RI	FT1130A	FT1130A
15	AOC_CZ_C3	FT0830A	FT0830A	LL	FT0830A	FT0830A	FT1130A	RI
16	AOC_CZ_A9	FT0900A	FT0900A	FT1030A	FT1030A	FT1030A	LL	RI
17	AOC_CZ_C4	FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
18	AOC_RM_A2	LL	FT0830A	FT0830A	FT0830A	FT0830A	RI	FT0830A
19	AOC_CZ_C9	FT0830A	LL	FT0830A	FT0830A	FT0830A	FT0830A	RI
20	AOC_RM_A4	FT1100A	FT1100A	LL	FT1100A	FT1100A	RI	FT1100A
21	AOC_RM_B2	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
22	-	FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI

ROTATIVO SUPERVISOR - Unica 50% AM								
POS	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1	AOC_CZ_C7	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
2	AOC_CZ_A1	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
3	AOC_CZ_C8	LL	FT0830A	FT0830A	FT0830A	FT0830A	RI	FT0800A
4	AOC_CZ_A2	LL	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	RI
5	AOC_CZ_B1	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
6	AOC_CZ_A3	FT0830A	FT0830A	FT0830A	FT0830A	FT0830A	LL	RI
7	AOC_CZ_B2	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
8	AOC_RM_A1	FT0830A	FT0830A	FT0830A	FT0830A	FT0830A	LL	RI
9	AOC_RM_B5	FT0830A	FT0830A	FT0830A	LL	RI	FT0800A	FT0800A
10	AOC_CZ_B5	FT0830A	FT0830A	FT0830A	LL	FT0900A	FT0830A	RI
11	AOC_RM_B1	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI
12	AOC_RM_A7	FT0800A	FT0800A	FT0800A	FT0800A	FT0800A	LL	RI

ROTATIVO SUPERVISOR Part-Time 50% PM - Unica								
POS	Modulo	Lun	Mar	Mer	Gio	Ven	Sab	Dom
1		FT1030A	FT1030A	FT1030A	FT1030A	FT1030A	LL	RI
2		FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
3		FT1030A	FT1030A	FT1030A	LL	RI	FT1030A	FT1030A
4		FT1030A	FT1030A	LL	FT1030A	FT1030A	FT1030A	RI
5		FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
6		FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
7		LL	FT1030A	FT1030A	FT1030A	FT1030A	RI	FT1030A
8		FT1100A	LL	FT1100A	FT1100A	FT1100A	FT1100A	RI
9		FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
10	AOC_RM_A5	FT1030A	FT1030A	FT1030A	FT1030A	FT1030A	LL	RI
11		FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
12		FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
13		FT1030A	FT1030A	FT1030A	FT1030A	FT1030A	LL	RI
14		FT1100A	FT1100A	FT1100A	LL	RI	FT1100A	FT1100A
15		FT1030A	FT1030A	LL	FT1030A	FT1030A	FT1030A	RI
16		FT1030A	FT1030A	FT1030A	FT1030A	FT1030A	LL	RI
17		FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
18		LL	FT1130A	FT1130A	FT1130A	FT1130A	RI	FT1130A
19		FT1030A	LL	FT1030A	FT1030A	FT1030A	FT1030A	RI
20	AOC_CZ_B4	FT1100A	FT1100A	FT1100A	FT1100A	FT1100A	LL	RI
21		FT1130A	FT1130A	FT1130A	FT1130A	FT1130A	LL	RI
22		FT1030A	FT1030A	FT1030A	FT1030A	FT1030A	LL	RI