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The Continued Offshoring of Good Jobs

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There is no secret that Bell Canada has used offshore call centers for many years. Most people think of incoming customer calls for service or installation orders, but the work doesn't stop there.

Bell employs an estimated 7,00-10,000 offshore workers who do jobs that used to be done by Bell employees in Canada.

In addition to service and installation orders, offshore workers perform testing, trouble shooting, monitoring, and programming jobs that used to be done here, at home by Bell Craft Technicians.

These jobs were sent overseas to places such as Egypt, India, Tunisia, and the Philippines.

Not only is Bell exploiting low wages and insufficient labour laws, but the employees of their foreign call and test centers don't purchase the services we sell or contribute tax dollars to Canada's economy.

This ongoing trend of shipping good, unionized jobs overseas has been a major contributor to the shrinking of the craft bargaining unit, yet the company continues to refuse to protect even a portion of the work as guaranteed to remain here.

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Bell, it's time for respect and job security for the Craft and Services Bargaining Unit.

Read all the updates at unifor.org/bellcraft