



Agreement signed for changing the status of Bezeq workers

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The agreement aims to increase employee involvement and commitment to the service treaty

Representatives of Bezeq, the Histadrut (Workers Federation) and the Bezeq Labor Union have signed an agreement that changes the status of workers recruited from employment agencies to that of Bezeq employees, in a collective agreement. The agreement was signed by Bezeq's Vice President for Management Resources - Gideon Kadussi, the Bezeq portfolio manager at the Histadrut - Rahamim Laniado, and the Chairman of the Labor Union - Shlomo Kfir.

In signing the agreement, Bezeq has preempted all other organizations and companies in Israel and has found an appropriate and honorable solution for the employment of quality personnel with employer-employee relations and suitable salaries.

Under the terms of employment, workers coming to Bezeq from employment agencies will be entitled to all the social benefits granted to Bezeq employees, such as holiday gifts, vacation and culture basket, and the like.

Gideon Kadussi, VP - Management Resources Division, expressed his appreciation to the other participants in the negotiations - representatives from the Histadrut and the Labor Union - for the road they had taken together and for the will to arrive at an agreed solution which will benefit both the workers and the company.

"This unique agreement will support the service treaty to which Bezeq made a commitment at the beginning of October 2000. Having joined Bezeq as regular employees, these workers will show increased commitment to the principles of the service treaty and to the values of meeting deadlines, courteous and quality service, a readiness to help and to try to understand the customer and meet his requirements,"

said Kadussi.

Most of the workers currently coming to Bezeq from employment agencies are assigned to positions involving customer contact, and do essential jobs such as customer service representatives at telephone centers, maintenance crews, etc. Bezeq believes that once these workers become Bezeq employees in all respects, they will identify more closely with the values and aims of the company, thereby improving the standard of service that Bezeq provides for its customers.

Bezeq's management expects that the move will also influence personnel stability in the company, and will reduce worker turnover at its service centers.

All the service providers at the 144 (directory assistance), 166 (repairs) and 199 (customer service) centers of Bezeq participate in training courses before starting their employment, as well as periodic refresher courses. The knowledge acquired in these courses and the experience accumulated in practical work, contribute greatly to the overall quality of customer service provided by Bezeq.