As GDIT Workers Stand Strong against Intimidation, GDIT Hit with Two New NLRB Complaints

Tuesday, September 4, 2018

General Dynamics Information Technology (GDIT), the top federal contractor in the call center industry, has been hit with two new National Labor Relations Board (NLRB) complaints in August for anti-union activities at call centers in London, Kentucky and Hattiesburg, Mississippi. GDIT call center agents help Americans navigate Medicare and the Affordable Care Act (ACA) under a contract with the Centers for Medicare and Medicaid Services (CMS).

“GDIT management needs to respect the rights of its workers to organize,” said Adrian Powe, a GDIT employee who works at the Hattiesburg call center. “We want a workplace that is free of intimidation and undue stress so that we can provide the American people with the best possible service and information on their health care.”

On August 31, the director of NLRB Region 15 found that GDIT threatened its employees at the Hattiesburg call center with loss of benefits if they joined together in a union, interrogated its employees about their union activities, questioned employees about their union sympathies and discouraged them from engaging in union activities, coerced employees by threatening them with unspecified reprisals because of their support for the union, and targeted employees for their union-related activities.

The other NLRB complaint was issued by Region 9 on August 20. It found that GDIT interfered with employees distributing union literature in the parking lot at the London call center in April.

Workers organizing with CWA have filed wage theft complaints against GDIT with the U.S. Department of Labor’s Wage and Hour Division for violations at call centers in eight states. Since January, more than 2,500 current and former GDIT call center workers have come forward to call on the Department of Labor (DOL) to investigate prevailing wage violations at the company.

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